

Mumbai Port Trust



CITIZEN'S CHARTER

All stakeholders and public at large are invited to make suggestions to improve this Charter. They may send the suggestions by e-mail to secretary@mbptmail.com. The suggestions will be duly considered at the time of next review in July 2017.

CITIZEN CHARTER DOCUMENT FOR MUMBAI PORT TRUST

1.1 Mumbai Port Trust is the second oldest Major Port Trust, after Kolkata, with the administration and management of the Port being brought under a Board of Trustees with representatives from various port users, port labour and concerned Government agencies from 1873.

1.2 Originally a general cargo port, today Mumbai Port is a multipurpose port, handling all types of cargo: break bulk, dry bulk, liquid bulk cargo and containers. Traditionally, the Port provides all services and undertakes all activities in house. Thus, the Port provides services/facilities from pilotage to berthing, storage to delivery of cargo and ancillary services of running Container Freight Stations, Port Railways as also maintenance of crafts, equipment and buildings.

2. VISION

- To ensure vibrant, efficient and safe port operations and shipping services.
- To promote development of the Port of Mumbai to attain global standards.

3. MISSION

- To enhance capacity of Mumbai Port to cater to EXIM trade.
- To improve efficiency of Mumbai Port for the benefit of the port users.
- To ensure safety of port operations and navigation in MbPT waters and cargo.

4. POLICY

The Mumbai Port Trust is committed to -

- Strive for excellence in port operations by improving infrastructure facilities;
- Improve service processes and quality systems continually;
- Establish quality objectives for improvement in operations; and
- Observe safety norms,

with a view to enhance customer satisfaction through team work, total employee involvement, training and effective review system for continued sustainability.

5. BERTHS AND OTHER SERVICES AVAILABLE AT THE PORT:

5.1 To handle different types of cargoes as on today, the port has 33 berths as under:

General Cargo	-	26
POL	-	4
Liquid chemicals	-	3

5.2 The Port has various crafts, cranes and other equipments and covered storage accommodation of approximately 2.71 lakh sq.mtrs. and open storage spaces of approximately 5.01 lakh sq. mtrs. The General cargo traffic is mainly handled in Indira Dock constructed in 1914, which has draft of 9.1 mtrs. It also has a lock entrance system which makes berthing of the vessels possible round-the-clock, irrespective of the tides, but at the same time poses restrictions on the size of vessels that can be handled in the dock.

5.3 Mumbai Port has 2 Container Freight Stations, viz., STP & WINC for stuffing and destuffing of containers and they are connected with a dedicated road.

5.4 There is a Marine Oil Terminal with 4 berths for handling petroleum oil lubricants (POL) at Jawahar Dweep, an island off Mumbai Port. The berths are connected to the refineries on shore at Mahul through submarine pipelines, thereby enabling direct transfer of crude oil and finished products to and fro the refineries. Restorative repairs to Fourth Oil Berth is in progress.

5.5 For handling other liquid cargo, the Port has a state of the art chemical terminal at Pir Pau, set up in 1996. Another old berth thereat continues to be used for handling liquid chemical vessels.

5.6 Construction of Second Liquid Chemical Berth off Pir Pau Pier is completed and the Berth has been commissioned on 13th January 2016. The Second Chemical Berth is a modern state of art facility with 4 mooring dolphin, equipped with Quick Release Mooring Hooks (QRMHs), 2 breasting dolphin having cell fenders with frontal pad for smooth berthing of chemical tankers and a service platform with a provision of 7

Marine Loading Arms (MLAs) connected with 650 mtrs. long trestle having road way and pipelines. The berth is designed to handle 55000 DWT vessels carrying liquid bulk chemicals and POL products, which can be upgraded to 65000 DWT in future.

5.7 The Port has its own railway system over a distance of 10 km. with 54 km. of track length between the Docks and Wadala, the inter change point with the trunk Railways. The railway system has been upgraded by re-laying track length. The Port has Rail Container Depot for movement of containers to and from various ICDs.

5.8 The Ballard Pier Extension with terminal building is the berth for passenger cruise liners. This traffic being seasonal and limited, the berth is at other time used for cargo vessels.

5.9 There are also some open wharves called bunders. The Port has two fish jetties at Sassoon Dock and Ferry Wharf for handling of fish traffic.

6. **SERVICES OFFERED.**

The Mumbai Port is committed to provide all services to ex-im trade at competitive rates, maintaining total transparency in its operations.

6.1 **Marine Department**

- Safe Pilotage of vessels in and out of the port.
- Allotment of berths to POL vessels.
- Timely Berthing/un-berthing (sailing) of vessels.
- Monitoring of air and water quality.
- Control of oil spillage and marine pollution.
- Prevention of fire and control in the event of occurrence.
- Security compliance as per ISPS code.

The Deputy Conservator may be contacted in case of any deficiency or delay in rendering the marine services.

6.2 **Traffic Department**

- Allotment of berths to cargo (other than POL) and cruise vessels.
- Delivery of Import cargo.
- Receipt and storage of Export Cargo.
- Storage of Agri Products.

- Raising Bills & Recovery of Stevedoring charges.
- Container Billing of Box Rate & Storage Charges.
- Berthing Permission for Barges, Crafts etc. at Bunders.
- Renewal of Licence for fishing activities viz. Ice Crashing Machine, Auctioneer, Weighing Scale Operator etc.
- Issuance of DDEPs/TDEPs/Smart Card Veh. DEP, MDEPs, LMV, Registration.
- Sale of unclaimed/ uncleared cargo.
- Recovery of Import Wharfage, Demurrage and storage charges.
- Billing of Cargo handled at MOT.
- Implementation of policy for grant of priority berthing to vessels.
- Ship-to-Shore cargo handling operations by deploying optimum resources – shore and on-board labour and required equipments.
- Receipt, storage and delivery of cargo from docks.
- Reception of cruise vessels and passengers.
- Allotment of space for long-term storage of pulses, etc.
- Issuing entry permits and administering access control system.
- Business development and liaison with trade and industry.

The Traffic Manager may be contacted in case of any deficiency or delay in rendering the cargo-related services.

6.3 Fire Fighting Service

The Mumbai Port is committed to -

- Prevent fire by taking adequate safety measures as well as by creating awareness of causes/prevention of fire among employees.
- In case of fire, control spreading of fire and extinguish fire.
- Contain and remove oil spillage to prevent fire and environment damage.

In case of fire or oil spillage, the Signal Station Control Room/Fire Control/Traffic Control and CME Control/Deputy Conservator/Harbour Master/ Dock Master/Sr. Commandant, CISF shall be contacted.

6.4 Issue of Gate Passes/Entry Permits to port-users and vehicles transporting cargo:

The Port is committed to issue entry permits/passes to authorized vehicles and Port Users, Contractors, etc..

- The port-users shall ensure that they apply for entry permits/passes by making payment of requisite fees and wait for their turn.
- Port-users and contractors shall impart awareness about requirements of ISPS code to their personnel entering the operational areas of the port.
- Ensure valid anti-pollution certificate for vehicles / trailers entering port.
- Port Users to carry any one of the following documents issued by Government entities for cross verification of their identity:
 - a. Driving License.
 - b. Voters card.
 - c. Ration card.
 - d. Passport.
- Carry RC book of the vehicle entering port.
- Ensure that the entry passes carry photographs of the concerned persons.

6.5 Entry / Exit Channel of Cargo vehicles

The Port is committed to:

- Minimize waiting time at the gates to ensure maximum turn over of vehicles (either way).
- It is expected that the users comply with the Port security requirements, carry all requisite documents and wait for their turn in the queue.

Any delay in exit/entry may be due to temporary congestion, in which case the Control Room, CISF shall be contacted.

6.6 Augmentation of Port Infrastructure

The Port is committed to:

- Ensure renovation of old usable structures and construct new ones as and when required to ensure effective Port functioning.
- Maintain declared draft at all berths by carrying out regular maintenance dredging.
- Modernize existing facilities and create state-of-art, modern facilities to enable efficient handling of different types of cargoes and latest classes of vessels.
- Improve movement of vehicles and rakes inside the port areas through a well-planned road and rail network and improve external connectivity to the City/National Highway Network and Railway Network.

For any additional information and details, the Chief Engineer shall be contacted.

7. QUALITY OF SERVICE

7.1 The thrust has been on measures to make the Port customer-friendly. These include extending various concessions and facilities to suit the requirements of the customers. Streamlining and simplification of systems and procedures received major boost with computerisation and modern telecommunication system. Towards this, the Port has installed integrated port operations software covering the vessel, container, cargo and railway operations. The Port also achieved a milestone as the first Port to be accredited with the ISO 9001:2008 certification in areas of cargo handling, thereby ensuring quality in service, furthering customer satisfaction. Recertification audit was successfully completed on 16th and 17th September 2014.

7.2 The Port is considering implementation of manning scale and 24*7 operations. For this, meetings are being held with the representatives of Unions.

8. SERVICE STANDARDS

Sr. No.	Objective	Action	Success Indicator	Unit	Weight	Target
1	To provide efficient, prompt, safe and timely service at optimum cost (Weight 25.00)	[1.1] Reduction in Average Turnround time	Reduction achieved by end of financial year	No. of days	15.00	4.20
		[1.2] Increase in Average Output per ship per day	Increase achieved by end of financial year	tonnes per shipday	10.00	8700
2	Overall Volume of cargo throughput (Weight 10.00)	[2.1] Increase Traffic throughput	Overall Volume of cargo handled during a year	MMT	10.00	64.00
3	Operating Ratio (Weight 10.00)	[3.1] Improving operations efficiency	Ratio of Operating expenditure to Operating income	%	10.00	72.20
4	Cost per tonne Handling (Weight 5.00)	[4.1] Reduction in Operating Expenditure per tonne of cargo handling	Operating Expenditure per tonne of cargo handled	Rs. Per tonne	3.00	164.00

Sr. No	Objective	Action	Success Indicator	Unit	Weight	Target
5	Operating Surplus (Weight 5.00)	[5.1] Increase Operating Surplus	Operating Surplus	Rs. Crores	3.00	432.00
6	Reduction in Expenditure (Weight 6.00)	[6.1] Reduction in Overtime Expenditure	% reduction over the previous year-2015-16	%	3.00	8.00
		[6.2] Reduction in Expenditure on CISF Security	% reduction over the previous year-2015-16	%	3.00	8.00
		[6.3] Reduction in Medical Expenses	% reduction over the previous year-2015-16	%	3.00	12.00
7.	Award of Projects (Weight 6.00)	[7.1] No of contracts to be awarded during a year	No of contracts to be awarded during a year	No.s	3.00	2
		[7.2] Investment (Rs. In crore)	Investment (Rs. In crore)	Rs. Crores	3.00	89
		[7.3] Capacity augmentation	Creation of Port capacity	MMTPA	3.00	1.20
8	Completion of Projects (Weight 6.00)	[8.1] No of contracts to be completed during a year	No of contracts to be completed during a year	No.s	3.00	2
		[8.2] Investment (Rs. In crore)	Investment (Rs. In crore)	Rs. Crores	3.00	66
		[8.3] Capacity augmentation	Creation of Port capacity	MMTPA	3.00	1.50
9	Budgetary Allocation of GBS & IEBR (Weight 5.00)	[9.1] Port Development projects through internal resources	Expenditure of IEBR	Rs. Crores	6.00	225.47

Sr. No.	Objective	Action	Success Indicator	Unit	Weight	Target
10	Ease of Doing Business (weight 10.00)	[10.1] No. of activities	No. of Activities completed	No.	8.00	4.00
11	Swaccha Bharat Abhiyan/Green Port (weight 12.00)	As per action plan	As per action plan		8.00	As per action plan

9. **Grievance Redressal Mechanism:**

9.1 ***Name & Contact Details of Public Grievance Officer***

Shri R.P.Paibir

Secretary

Mumbai Port Trust

2nd floor, Port House,

ShoorjiVallabhdas Marg,

Ballard Estate, Mumbai – 400 001.

Telephone: 6656 4061, 22613979

Fax No. 2269 6953

secretary@mbptmail.com

9.2 **Grievance lodging process:**

Grievances can be lodged through (i) online Centralised Public Grievance Redressal And Monitoring System (CPGRAMS) (<http://pgportal.nic.in>) and through our website (<http://www.mumbaiport.gov.in>) (ii) by post at the above mentioned address of the Public Grievance Officer (iii) by hand in the General Administration Department, 2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001

9.3 **Expectation from complainant:**

Clarity of grievance with all relevant details and contact details

9.4 Timeline for response:

9.4.1 Grievances are acknowledged immediately and at the most within three working days of receipt. A grievance is redressed within a period of two months from its receipt.

9.4.2 In case of grievance received from CPGRAMS, reply issued to the Petitioner is also uploaded on the website of CPGRAMS.

10. Particulars of Key Officials:

Name and Designation	Address/Phone No
Shri Sanjay Bhatia, Chairman	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4011 Direct: - 022-2262 1234
Shri Yashodhan Wanage Dy. Chairman	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Telephone: 6656 4012 Direct: 022 22619602

General Administration Department

Name and Designation	Address/Phone No
Shri R.P. Paibir, Secretary	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4061 Direct : 022 2261 3979

Traffic Department

Name and Designation	Address/Phone No
Shri A.K. Bose, Traffic Manager	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-66564051 Direct: - 022-2261 4391

Marine Department

Name and Designation	Address/Phone No
Capt. S. Kohli Deputy Conservator	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4021 Direct: - 022-2261 4345
Capt. A.W. Karkare Harbour Master	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4022 Direct: - 022-2563 4345

Finance Department

Name and Designation	Address/Phone No
Shri. K.G.Nath Financial Adviser & Chief Accounts Officer	Ground floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4041 Direct: - 022-2261 0241

Civil Engineering Department

Name and Designation	Address/Phone No
Shri R.Murugadoss, Chief Engineer	3rd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4031 Direct: - 022-2261 1458

Mechanical & Electrical Engineering Department

Name and Designation	Address/Phone No
Shri N. M. Borwankar, Chief Mechanical Engineer	5th floor, Nirman Bhavan, Muzawar Pakhadi Road, Mazgaon, Mumbai – 400 010. Tel: 022-6656 6500 Direct: - 022-2377 4413

Vigilance Department

Name and Designation	Address/Phone No
Shri Shishir Srivastava Chief Vigilance Officer	Kripanidhi Building, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4090 Direct: - 022-2261 0903

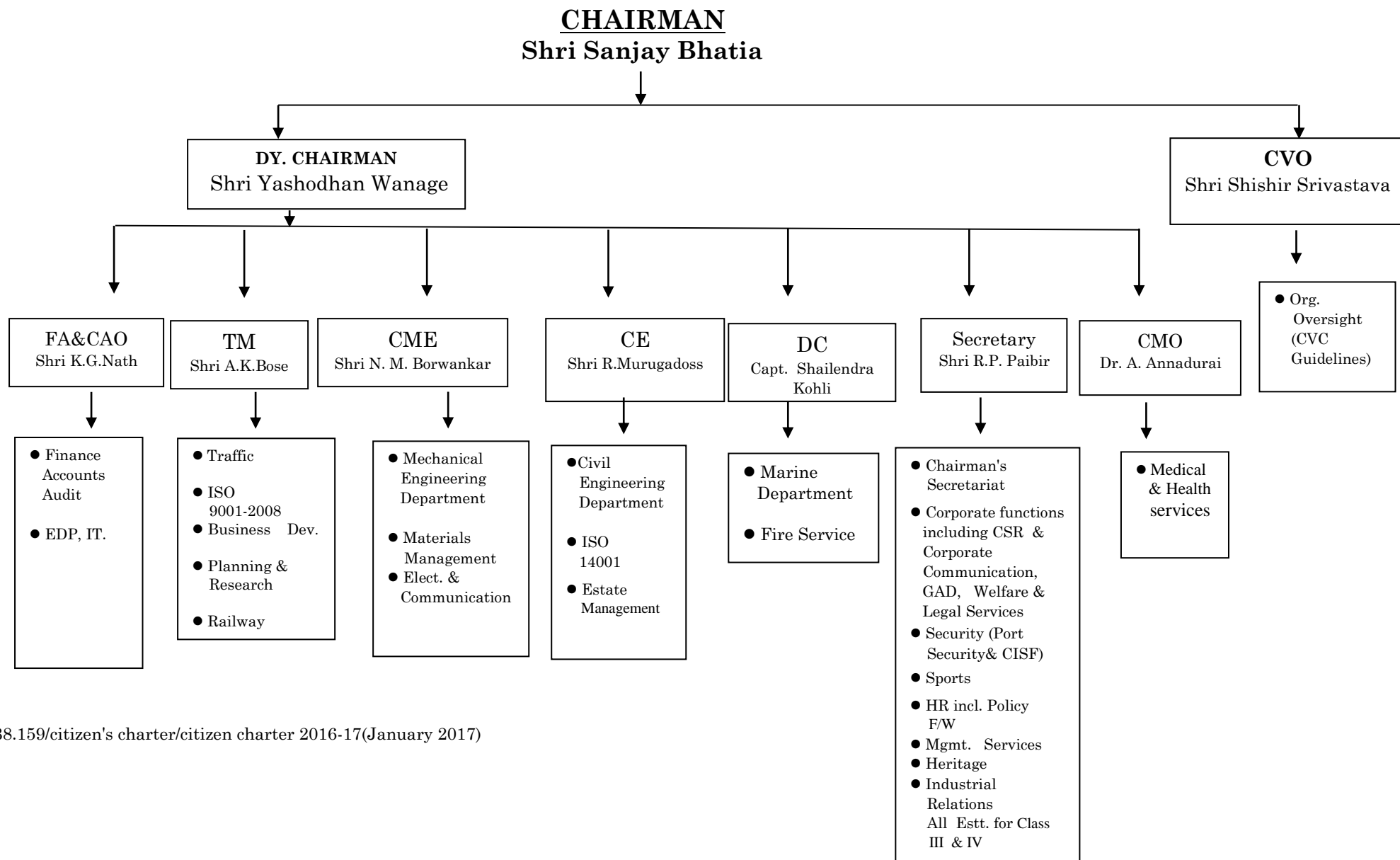
Medical Department

Name and Designation	Address/Phone No
Dr. A. Annadurai, Chief Medical Officer	Port Trust Hospital, Wadala (East), Mumbai – 400037. Tel:022-6656 7700 Direct – 022-2414 5573

11. Review of Charter

The Charter will be reviewed twice every year.

Functional Reporting & Responsibility Framework



MUMBAI PORT TRUST

Format for Complainants under Citizen Charter

Sl. No.	Particulars of Parties/ Complainants	Details
1.	Nature of Complaint:	
2.	Date and Time of filing Complaint	Date: _____ Time: _____
3.	Name of the Complainant/ Agent/ Port User, etc:	
4.	Full address:	
5.	Phone details/ email address of Complainant :	

Signature of Complainant