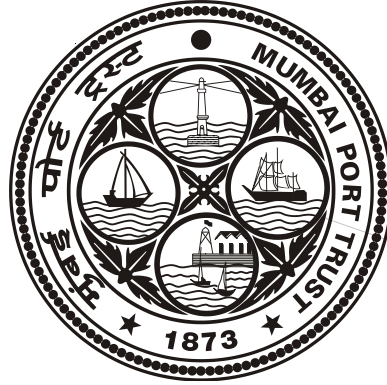


Mumbai Port Trust



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 March 2018.

Index

Sl. No.	Contents	Page No.
	Cover Page	
	Index Page	
1.	Mumbai Port Trust Profile and Vision and Mission Statement and Policy	
2.	Facilities	
3.	Vision	
4.	Mission	
5.	Policy	
6.	Objectives	
7.	Efficiency Parameters	
8.	Services Provided	
9.	Quality of Service	
10.	Transparency in functioning of the Port	
11.	Particulars of Key Officials	
12.	List of Stakeholders and Clients	
13.	Review of Charter	
14.	Functional reporting and responsibility framework	
15.	Format for complaint under Citizen's Charter	

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 inhouse. 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, equipments and buildings.

2. Facilities

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

General Cargo	-	26
POL	-	4
Liquid chemicals	-	3

2.2 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 metres. 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.

2.3 At present, Mumbai Port has Container Freight Station at STP for stuffing and destuffing of containers and they are connected with a dedicated road.

2.4 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 from the refineries. Restorative repairs to Fourth Oil Berth is in progress.

2.5 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.

2.6 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.

2.7 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.

3. VISION

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

4. 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.

5. 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;
- Observe safety norms;

through teamwork, total employee involvement, training and effective review system for continued sustainability.

Our aim is total customer satisfaction and continued happiness of all stakeholders

6. **OBJECTIVE**

- To be the most preferred port for the trade and industry located in and around the Mumbai Metropolitan Region and Western & Central Maharashtra;
- Continuous monitoring and reducing of operating expenditure;
- Providing efficient and cost effective services to the clients;
- Providing customer-friendly service towards complete customer satisfaction;
- Improving infrastructural facilities, including private sector participation.

7. **EFFICIENCY PARAMETERS**

- To handle 63.00 million tonnes of cargo during 2017-18
- To reduce operating expenditure per tonne of cargo handled from Rs.173.56 during 2016-17 to Rs.164.00 during 2017-18.
- To earn lease rents of Rs.140.17 crore during 2017-18.
- Objectives targeted to be achieved during 2017-18:
 - Rendering stevedoring bills within 6 working days of sailing of vessels
 - Render vessel related bills for midstream discharge, within 9 working days of sailing of vessels.
 - To maintain average ship day output for Break Bulk cargo (except Project Cargo) to 3129 tonnes and for project cargo to 290 tonnes.
 - To maintain average idle time on port account of all vessels to 10% (actuals of 2016-17).
 - To ensure 100% availability of 2 out of 4 Harbour tugs and 4 out of 6 Dock tugs every month at Indira Dock for operations, during 2017-18.

- Ensure 95% trains received are worked out (turn around time) in 22 hours.
- Compliance of 92% of clear, correct and complete stock indents within 20 days from the date of receipts.
- Compliance of 76% of clear, correct and complete non-stock indents relating to all the items excluding those for imported spare parts and medical stores within 120 days from the date of their receipts.
- Impart training to 25% employees who are below 55 years of age as on 1.4.2017 with annual target of 1174 employees.
- By 31.3.2018 audit clearance of ad-hoc/estimated bills within five working days; measured bills within 10 working days and final bills within 20 working days of receipt in Tender Branch.
- Audit clearance of bills related to Medical Department within 7 working days and other bills within 7 working days of receipt of GRA in Stores Accounts Branch.
- Advice to Bank for payment of bills through ECS and RTGS will be issued within 3 and 2 working days respectively of receipt of voucher in Cash office of Finance department.
- To attend 100% cargo handling related civil maintenance works (minor nature) within 8 working days from receipt of the requisition.
- To achieve zero fatal accident in the Dock work on monthly basis.

8. **SERVICES PROVIDED**

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

Services provided by Traffic Department:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	Allotment of berthing time and date to berthing vessels	One day before expected time of arrival	Sr. Dy. Traffic Manager, Operation & Docks	66565480
2.	Delivery of cargo	Within one day on completion of due formalities	Dy. Traffic Manager, Operations, Docks & Cargo Accountal	66565490
3.	Various cargo operation related permissions	Within one day after receipt of request from Port user	Sr. Asstt. Traffic Manager, Indira Dock	66565491
4.	Replies to letters received from MPs/MLA/ Minister/ Leader of Opposition etc.	7 days	Sr. Asstt. Traffic Manager (H.O)	66564411

Services provided by Traffic Department (Railway division):

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	i) Overall administration and management of the Port Railway; ii) Deciding policy of movement of cargo to and from the Port Railway; iii) Fixing rates and tariffs of the Port Railway; iv) Finalising/amending or terminating the Tripartite Agreement with Central Railway, Western Railway and Mumbai Port Trust.		Railway Manager	66564150
2.	Information about rating/routing to the indenting party through FOIS.	Immediate (subject to connectivity)	Goods Clerk, Asstt. Goods Clerk (Sr.)	66567412

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
3.	Transportation of imported goods by railway wagons. Arranging supply of wagons for loading	One day (subject to no restriction)	Asstt. Traffic Manager I / Controller	66564160 66564153 66564156
4.	Placement / withdrawal of full rake with the help of hired locomotive	Immediate. After C &W fitness/ Loading completion	Asstt. Station Master/ Sr. Trains Clerk	66567561
5.	Door closing/ revitting of wagon doors	Immediate after loading	Trains Examiner	66567112 9821964510
6.	Sealing/ labelling of wagons	Immediate (after door closing/ revitting)	Jr. Asstt. Goods Clerk	66567412 66567416
7.	Weighment of loaded wagons for correct realization of Railway Freight	Immediate after loading	Sr. Asstt. Goods Clerk	66567412
8.	Issuance of Railway Receipts to the consignors for onward submission to the destination station for taking delivery	Immediate (Subject to connectivity)	Goods clerk	66567412
9.	Timely Billing and realization of Port Charges after submission / preparation of RRs	Immediate	Goods Clerk, Asstt. Goods Clerk (Sr.)	66567412
10.	Rerailment of empty/ loaded stock with the help of zonal railway or own means	Immediate	Asstt. Station Master, Grain Depot/ Wadala Depot as the case may be.	66567405 66567561
11.	Timely clearance of loaded stock from MbPT Railway Yard by arranging light engines	Immediate (subject to availability with Zonal Railway)	Controller/ Station Master/ Asstt. Station Masters Wadala depot.	66567561
12.	Arranging Settlement of claim if any by Indian Railway	Within 3 months	Asstt. Traffic Manager, Gr.I	66564160

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
13.	Replies to letters received from MPs/ MLA/ Minister/ Leader of Opposition/ RTI Applicants etc.	7 days 30 days	Asstt. Traffic Manager, Gr.I	66564160
14.	Storage facilities	15 days	Asstt. Traffic Manager, Gr.I	66564160

Services provided by Civil Engineering Department:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	All types of repairs (minor nature) to civil structures inside the docks and Complaints about water supply (minor nature) inside the docks.	8 working days 24 hours	Shri S.D. Aserkar, Dy. Chief Engineer, –Docks Shri K Bakshi Executive Engineer	66564032 9869355295 66564560 8652095740
2.	All types of repairs (minor nature) to civil structures at Pir-Pau & JD including marine structures and Complaints about water supply (minor nature) water supply at Pir-Pau & JD.	8 working days 24 hours	Shri B.J. Patil Dy. Chief Engineer, MOT/MSRC Shri D. W.Narkhede Asstt. Executive Engineer	66564034 9819428203 66564532 9867710211
3.	Salvage Section To attend salvage works as per the requisition from user department within 2 days from the date of requisition subject to availability of area.	2 days from the date of requisition (subject to availability of area).	Shri S. Manna Executive Engineer, MSRC	66564561 9821290080
4.	All types of repairs (minor nature) to the yards	8 working days	Shri N.G. Mirajkar Dy. Chief Engineer RRY	66564035 7208226667
a)	Restoration of railway tracks in the event of minor derailment (single wagon or engine alone)	13 hours from time of rerailment of derailed rolling stock by CME/ Central Railway/ Western Railway as the case may be.	Shri Ajay Uthra, Ex. Engineer, Railway Engg. Section	66564537 9869477175

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
b)	Restoration of railway tracks in the event of major derailment (more than one wagon)	33 hours from time of rerailling of derailed rolling stock by CME/ Central Railway/ Western Railway as the case may be.	Shri Ajay Uthra, Ex. Engineer, Railway Engg Section	66564537 9869477175
c)	All types of repairs (minor nature) to the roads	8 working days	Shri S. S. Pawar Executive Engineer Roads	66564535 9820766204
5.	All types of repairs (minor nature) to civil structures outside the docks and	8 working days	Shri S.S. Shastry Dy. Chief Engineer, GW	66564039 9869869885
	Complaints about water supply (minor nature) water supply, outside the docks	24 hours	Shri V. V. Kolhe, Executive Engineer WS-ND	66564534 9870997226
6.	All types of issues related to office correspondence, billing.	8 working days	Shri A.S. Gharde Dy. Chief Engineer, Construction-I	66564037 9869060008
7.	Replies to letters received from MPs/ MLAs/ Minister/ Leader of Opposition etc. (in coordination with the Dy. Chief Engineer concerned with the matter)	7 working days	Shri A.S. Gharde, Dy. Chief Engineer, Construction-I	66564037 9869060008

Services provided by Mechanical & Electrical Engineering Department:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel No./Mobile No.
1.	Oil Pipe Line lining up for POL Import / Export	45 minutes	Shri P.B.Bhagwat, Materials Manager	6656 6505/ 7738692437
2.	Electricity supply on temporary basis after submission of necessary documents and payment of deposit.	One day	Smt. A.R.Hazarnis, Materials Manager	66566503/ 9869284165
3.	Dry Dock facility	Four/ six days	Shri V.V.Prabhu, Dy. Chief	Tel. No. 66566504 Mob. 982072606

4.	Supply of MbPT's Crane/ Tractor/ Forklift facility after receipt of requisition	8 hours	Mechanical Engineer	
5.	Providing Workshop slipway facility after submission of necessary documents and payment of deposits	3 days	Shri M.A.Taraikar, Dy. CME	66566509/ 9967912110

Services provided by Materials Management Division:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1.	Processing of Bills and preparing of GRAs of various sections	30 days	Shri M.R.Ghadigaonkar, Asstt. Materials Manager	66567582/ 7303119445
			Shri R.K.Rathore, Dy. Materials Manager	66566710/ 9920710877
			Shri S.C.Sonawane, Dy. Materials Mangers	66566714/ 9819570754
			Shri R.V.Subramanian, Sr. Dy. Materials Manager	66566750/ 9969321989
2.	Disposal and delivery of old assets / scrap	90 days	Shri Rajeev Yadav, Asstt. Exe. Engineer	66566740
			Smt. A.R.Hazarnis, Materials Manager	66566707/ 9869284765

Services provided by Marine deparment

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1	Safe Pilotage of vessels in and out of the Port.	--	Capt.R.L.Shinde, Dock Master, Control Station	6656 5035 9892955605
2	Allotment of berths to POL vessels.	--	Capt.B.V.Pawar, Dock Master (I/C), Jawahar Dweep	6656 5873 9322249961
3	Timely Berthing/ un-berthing (sailing) of vessels.	--	Capt.Biju Joseph, Sr.Dock Master, Indira Dock	6656 5040 9820193912
			Capt.R.L.Shinde, Dock Master, Control Station	6656 5035 9892955605
			Capt.B.V.Pawar, Dock Master (I/C), Jawahar Dweep	6656 5873 9322249961

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
4	Monitoring of air and water quality.	--	Capt.A.W.Karkare, Harbour Master & Director, Pollution Control Cell	6656 4022 9820030205
5	Control of oil spillage and marine pollution.	--	Capt.A.W.Karkare, Harbour Master & Director, Pollution Control Cell	6656 4022 9820030205
6	Prevention of fire and control in the event of occurrence.	--	Shri.P.P.Bhonde, Port Safety & Fire Officer	6656 6260 9820028881
7	Security compliance as per ISPS code.	--	Capt.Milton Nadar, Port Facility & Security Officer	6656 4212 9833393070
8	Passenger Boat Licence	7 working days	Capt.Milton Nadar, Asstt.Comm.(Port)	6656 4212 9833393070
9	Harbour Craft Licence	7 working days	Capt.Milton Nadar, Asstt.Comm.(Port)	6656 4212 9833393070
10	Pass Pilot Permission Special Pass Pilot permission	7 working days	Capt.A.W.Karkare, Harbour Master Capt.S.Kohli, Deputy Conservator	6656 4022 9820030205 6656 4021 9820282613
11	Permission to supply fresh water to ship in Mumbai Harbour through water barge	7 working days	Capt.A.W.Karkare, Harbour Master	6656 4022 9820030205
12	Permission to carry out under water CCTV inspection / survey / hot work on ship in Mumbai Harbour Anchorage	7 working days	Capt.A.W.Karkare, Harbour Master	6656 4022 9820030205
13	Permission for family to get-together and boat cruising in Mumbai Harbour	7 working days	Capt.Milton Nadar, Asstt.Comm.(Port) Capt.S.Kohli, Deputy Conservator	6656 4212 9833393070 6656 4021 9820282613
14	Swimming permission	7 working days	Capt.Milton Nadar, Asstt.Comm.(Port)	6656 4212 9833393070
15	Permisssion for Stream / JD and PP	Same day	Capt.Milton Nadar, Asstt.Comm.(Port)	6656 4212 9833393070

Services provided by Finance Department

SR. No.	Services	Timelines	Officer responsible for delivery of services	Contact details of the officer
1	OSC Branch			
	Audit clearance of vessel related bills	within two working days from the date of receipt of bills complete in all respect in Finance Department.	Smt. N. N. Parab, Sr.Accounts Officer	66565640 9820435505
	Release of refunds of vessel related charges	within three working days from the date of receipt of refund recommendation complete in all respect in Finance Department.		
	Audit clearance of bills for mid stream discharge	within five working days from the date of receipt of bills complete in all respect in Finance Department.		
	Audit clearance of bills for stevedoring charges	within two working days from the date of receipt of bills complete in all respect in Finance Department.		
2.	<u>Revenue Audit</u>			
	Pre-audit of Import Chappa	on the same day from the date of receipt of Import-Chappa complete in all respect from Traffic Department.	Shri S. B. Satpute, Accounts Officer Gr.I	66565384 9768383020
	Pre-audit of Export Chappa	within a working day from the date of receipt of Export Chappa complete in all respect in Finance Department.		

Services provided by General Administration Department:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1.	(a) Processing of bills of Port Hired Vehicles (small) (b) Processing of bills of hired buses	30 days	Shri V.R.Joglekar, Chief Public Relations Officer	2261 1982 6656 4049
2.	Permission for film/documentary shooting in Port areas	4 days	Shri V.R.Joglekar, Chief Public Relations Officer	2261 1982 6656 4049
3.	Replies to letters received from MPs/MLAs/Minister/Leader of Opposition etc.	7 days	Smt. S.G.Patwardhan, Sr. Dy. Secretary Shri S.G.Shenoy, Dy. Secretary	6656 4047 9967560448 6656 4014 9869288660

Services provided by Welfare division:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1.	VIP, VVIP references	In time	Shri A.R.Waghmare, Dy. Manager (W) I	66564251 8291191847
			Shri Rofi S. Qureshi, Sr. Welfare Officer (Q/R)	66564256 9869015051
2.	Catering services in Departmental	Everyday except Dock Holidays	Smt. Preeti S. Patil	66564297 9819197071
3.	Replies to letters received from MPs/MLAs/Minister/Leader of Opposition etc.	7 days	Smt. S.G.Patwardhan, Sr.Dy. Manager (W) I/C	66564016 9967560448
			Shri A.R.Waghmare, Dy. Manager (W) I	66564251 8291191847
			Shri K.B.Bavdekar, Dy. Manager (W) II	66564252 9920464810

Services provided by Medical Department

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1	OPD Patient Service	9.00 a.m. to 2.00 p.m. 24 hours Casualty and Emergency	Dr. I.J. Matta, Sr.Dy.CMO (Surgery)	66567762 & 66567577 9769733137

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
2	Inpatient Service	24 hours	Dr. Upadhye, Sr.Dy.CMO (Obst.& Gynec)	66567766 9821630804
3	Ambulance	24 hours	Dr. I.J. Matta, Sr.Dy.CMO (Surgery)	66567762 & 66567577 9769733137
4	Diet Service	Morning Tea 6.30 a.m. Breakfast 8.30 a.m. Lunch 12.00 Noon Afternoon Tea 4.00 p.m. Dinner 7.15 p.m. Bed Time Milk 9.00 p.m.	Dr. I.J. Matta, Sr.Dy.CMO (Surgery)	66567762 & 66567577 9769733137
5	Honorary & Specialist Service 1. Cardiologist 2. Nephrologist 3. Urologist 4.Ophthalmologist 5. Dental Surgeon 6. General Duty	Thrice a Week. 24 hours on emergency	Dr. A. Annadurai, Chief Medical Officer	66567700 9820328839
6	Reimbursement of Medical Expenses	Claim received before 15 th of the month will be paid in same months salary. After 15 th next month salary.	Dr. S.N. Mokal, Sr.Dy.CMO (Surgery)	66567686 9820095479
7	MbPT Pharmacy & Outsourced Pharmacy Shop.	24 hours 8.00 a.m. to 5.00 p.m.	Dr. V.V.G. Purohit, Sr.Dy.CMO (Admin)	66567711 9820362670
8	Registration of Employee and their family & Retired Employee and their spouse.	Next working day	Dr. Agarwal, Sr.Dy.CMO (Radiology)	66567737 9821818108
9	Reference to other empaneled Hospital.	24 hours	Dr. Mokal, Sr.Dy.CMO (Admin)	66567686 9820095479

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
10	<u>Dispensaries (Only OPD) at 4 Location</u> Blue Gate Dispensary, Dock Yard Dispensary, Wadala Dispensary and Govandi Dispensary	10.00 a.m. to 5.00 p.m. 9.30 a.m.to 4.30 p.m.	Dr. Mokal, Sr.Dy.CMO (Admin)	66567686 9820095479
11	Sanitary Service	24 hours	Dr. Mokal, Sr.Dy.CMO (Admin)	66567686 9820095479
12	Malaria Prevention Measures Service	7.00 a.m. to 4.00 p.m.	Dr. Mokal Sr.Dy.CMO (Admin)	66567686 9820095479
13	Replies to letters Received from MPs/ MLAs/ Minister/ Leader of Opposition etc.	7 days	Dr. A. Annadurai, Chief Medical Officer	66567700 9820328839

9. QUALITY OF SERVICE

- 9.1** 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.
- 9.2** The Port is considering implementation of manning scale and 24*7 operations. For this, meetings are being held with the representatives of Unions.

10. WHISTLE BLOWER POLICY

The Mumbai Port Trust has also implemented a 'Whistle Blower Policy' wherein a detailed procedure is given to receive complaints relating disclosure on any allegation of corruption or wilful misuse of power or wilful misuse of discretion by any Mumbai Port Trust (MbPT) employee and to inquire or cause an inquiry into such disclosure and to provide adequate safeguards against victimization of the person making such complaint and for matters connected therewith and incidental thereto. The 'Whistle Blower Policy of Mumbai Port Trust is available on Port's website and the designated authority to receive complaint under this policy is the Chief Vigilance Officer, Mumbai Port Trust.

10. **Grievance Redressal Mechanism:**

10.1 ***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

email id: secretary@mbptmail.com

10.2 **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) Online on MbPT Grievances Module (<http://www.mumbaiport.gov.in>).
- (iii) By post at the above mentioned address of the Public Grievance Officer.
- (iv) By hand in the General Administration Department, 2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001

10.3 **Expectation from complainant:**

Clarity of grievance with all relevant details and contact details

10.4 **Timeline for response:**

10.4.1 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.

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

10.5. The Mumbai Port Trust has introduced Public Grievance Open Forum where on every Friday the Chairman Mumbai Port Trust as well as the Heads of Departments will address grievances of general public.

10.6 Mumbai Port Trust has also introduced one mobile app ‘e-seva’ for lodging and tracking grievances/ complaints.

11. Transparency in Functioning of the Port

Senior officials of all the departments and functional areas have been appointed as Central Public Information Officers under the Right to Information Act, 2005 to provide information to citizens regarding functioning of the entire organization as under:

Department/ Division	Name & Designation	Tel. No.	Fax No.	Mobile No.
			email ID	
General Administration Department	Shri R.S. Chalke, Dy. Manager (T/E).	6656 4066	2269 6953	9967894880
			rschalke@mbptmail.com	
	Shri M.L. Parkar, Dy. Secretary (Human Resources Section & IR Section)	6656 4018	2269 6953	9869477410
			mlparkar@mbptmail.com	
	Shri K. B. Bavdekar, Dy. Manager (Welfare) (Welfare Division)	6656 4252	2261 1011	9920464810
			kbbavdekar@mbptmail.com	
General Administration Department	Shri P. H. Salvi, Chief Law Officer (I/c) (Legal Division)	6656 4125 6656 4063	22613834	9004686460
			pshalvi@mbptmail.com	
	Shri S.M. Deshmukh, Chief Security Officer (Security Division)	66565650	2261 3051	9820447672
			cso@mbptmail.com	
Marine Department	Capt. Umesh S. Oak, Pilot	6656 5057	2261 2404	9820701077
			Nuoak1@rediffmail.com	
Finance Department	Smt. N.N. Parab, Sr. Accounts Officer	6656 5640	2261 1155	9820435505
			nnparab@mbptmail.com	
	Smt A.S. Lele, Dy. Director (EDP) (EDP Wing)	6656 5113	22611011	9969271538
			aslele@mbptmail.com	
Traffic Department	Shri S.H. Tiwari Dy. Traffic Manager (Gen.)	6656 4053	2261 9016	9594071110
			shtiwari@mbptmail.com	
	Shri K. Uthayakumar, Sr. Dy. Traffic Manager (On Board Labour)	6656 5675 2261 9356	2261 7018	9769586642
			oblho @mbptmail.com	
	Shri P.K. Meena, Asstt. Traffic Manager Gr I (Railway Division)	6656 4160	22691130	9162971655
			pkmeena@mbptmail.com	

Department/ Division	Name & Designation	Tel. No.	Fax No.	Mobile No.
			email ID	
Mechanical & Electrical Engg. Department	Shri M.A.Taraikar, Dy. Chief Mechanical Engineer	6656 6509	2374 4277	9967912110
			mataraikar@mbptmail.com	
	Shri S. K. Sharma, Sr. Dy. Materials Manager (Materials Management Division, MEED)	6656 6705	2377 6196,	9833423982
			sksharma@mbptmail.com	
	Smt. A. Akilandeswari, Executive Engineer (T/E) (Telecom & Electronics Wing, ME&ED)	66564117	2261 1011	9969252781
			akhila@mbptmail.com	
Medical Department	Dr. (Smt.) S. J. Tamaskar, Sr.Dy. Chief Medical Officer (Anaesthesia)	6656 7772	2414 5115	9819677507
			sjtamaskar@gmail.com	
Vigilance Department	Smt. P.P. Desai, Vigilance Officer	6656 4082	2261 8010	9820858060
			prachidesai@mbptmail.com	
Civil Engineering Department	Shri N.G. Mirajkar, Dy. Chief Engineer, (Railway, Roads & Yards).	6656 4035	2261 6804	7208226667
			ngmirajkar@mbptmail.com	
Estate Division	Shri K.L. Sache, Dy. Estate Manager (II) (Administrative Div.)	6656 4458	2261 7721	9869415896
			klsache@mbptmail.com	
	Shri R. Saxena, Sr. Asstt. Estate Manager (Central Division)	6656 4455	2261 7721	9819696567
			rsaxena@mbptmail.com	
	Shri S.S. Saraf, Exe. Engineer (Northern Division)	6656 4459	2261 7721	8422922745
			sssaraf@mbptmail.com	
	Shri J. Bose, Sr. Asstt. Estate Manager (Southern Division.)	6656 4457	2261 7721	9969870168
			jbose@mbptmail.com	
Shri U.B. Subhedar, Exe. Engineer. (Bunders Division)	6656 4586	2261 7721	9323850413	
		ubsubhedar@mbptmail.com		

First Appellate Authority

Department/ Division	Name & Designation	Tel. No.	Fax No.	Mobile No.
			email ID	
Smt. S.G. Patwardhan, Sr. Dy. Secretary	Mumbai Port Trust	6656 4047	2269 6953	9967560448
			spatwardhan@mbptmail.com	

12. 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 YashodhanWanage Dy. Chairman	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Telephone:6656 4012 Direct: 022 2261 5049
Shri Shishir Srivastava Chief Vigilance Officer	Kripanidhi Building, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4080 Direct: - 022-2261 0903

Department	Name and Designation	Address/Phone No.
General Administration Department	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	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	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

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

12. List of Stakeholders and Clients

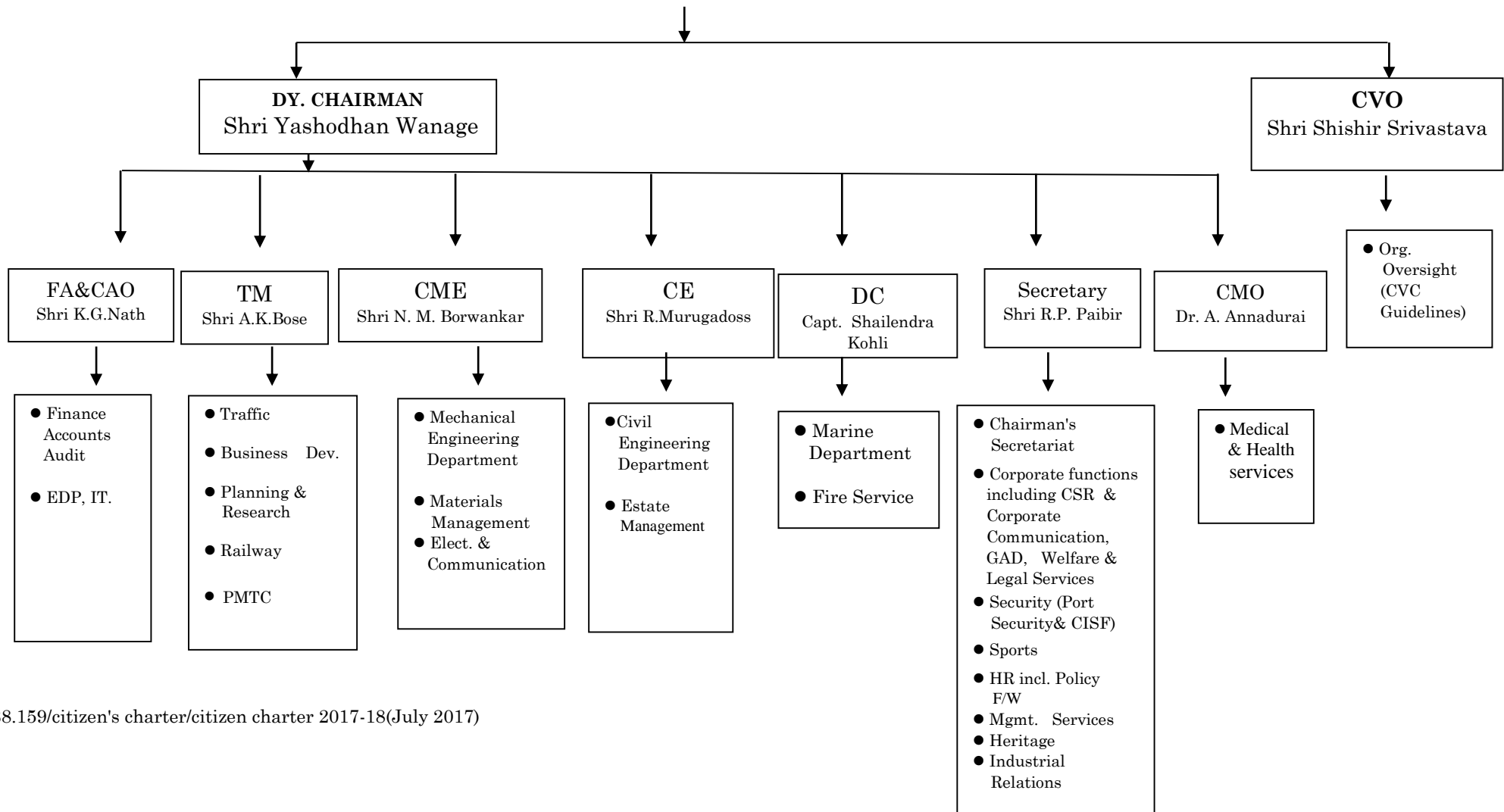
List attached.

13. Review of Charter

The Charter will be reviewed twice every year.

Functional Reporting & Responsibility Framework

CHAIRMAN
Shri Sanjay Bhatia



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