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मुंबई पोर्ट प्राधिकरण  
Mumbai Port Authority

सामान्य प्रशासन विभाग,

पोर्ट भावन, दुसरा माला,

शूरजी बल्लभदास मार्ग, बलार्ड इस्टेट,

मुंबई - ४०० ००१.

General Administration  
Department,

Port House, 2<sup>nd</sup> floor,

S.V. Marg, Ballard Estate,

MUMBAI - 400 001.



No. GAD/G/GEE/2823

22<sup>nd</sup> August 2024

**OFFICE ORDER**

**Sub: Constitution of Committee in respect of Tender and Trade to effect qualitative improvements in Grievance Redressal System to make them more sensitive, accessible and meaningful.**

Consequent upon DO letter No. 1/28/2/2024-Cab dated 1.7.2024 from Cabinet Secretary, GoI, Chairperson has directed to form Grievance Redressal Committees in respect of Tender and Trade on the cited subject.

2. Committees of the following Head of Departments are constituted

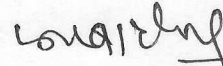
1. Tender Grievances Committee:

- (i) Chief Engineer
- (ii) Chief Mechanical Engineer
- (iii) FA&CAO

2. Trade Grievance Committee:

- (i) Traffic Manager
- (ii) Dy. Conservator
- (iii) Secretary

3. Committees will resolve the issues/Grievances raised by Port users/Contractors relating to above specified areas within 14 days.

  
(P.N. Bahekar) 21/8/2024  
Secretary

C.C to : All Committee members.

HoDs for information and necessary action.

MbPA Website to display on website.

P.S. Chairperson for kind information of Chairperson.

P.S. Dy.Chairperson for kind information of Dy. Chairperson.