

MUMBAI PORT TRUST

TRAFFIC DEPARTMENT

STANDARD OPERATING PROCEDURE FOR INTERNATIONAL CRUISE TOURISM AT MUMBAI PORT TRUST

1. Issuance of Dock Entry Permit for Staff / Guides related to Cruise Tourism.

- i) Application for Group Pass (maximum 15 persons in a list) shall be made by the Tour Operator registered with Mumbai Port Trust on their letterhead alongwith recommendation letter from Vessel agents of the subject Cruise Vessel to Sr. Asstt. Traffic Manager, Permits, Shramik Bhavan, Carnac Bunder, Mumbai.
- ii) The Application for Group Pass (not more than 15 persons in one list) shall include details viz. Name, Gender, Age, Name of Organisation, Photo ID, Contact Number etc.
- iii) Two separate list of Staff/Guide and Drivers + Cleaners of Coaches or LMV drivers shall be submitted, furnishing the details of the individuals as mentioned above.
- iv) Authorised Signatory of Tour Operators /Vessel Agents shall furnish an undertaking as per the procedure in vogue for other category of Dock Entry Permits.
- v) A Group Pass will be issued by the office of Sr. Asstt. Traffic Manager, Permits immediately on the date of submission of application within the office working hours and on payment of MbPT charges.

2. Dock Entry Permits for Coaches / LMVs

- i) No VDS will be required for the coaches, however lorry permit will have to be obtained.
- ii) Representative from Vessel Agents / Tour Operator shall approach Sr. Asstt. Traffic Manager, Permit with a list of Coaches / LMVs, engaged in ferrying of passengers from Cruise Vessel to Town and vice versa.
- iii) Sr. Asstt. Traffic Manager, Permit will allow entry /exit of Coaches/ LMVs for the complete duration for the stay of the ship in the Port by putting his endorsement on the list of vehicles.
- iv) Thereafter, Lorry Permit Clerk posted at Yellow Gate ID/ Green Gate ID will issue a lorry permit for Coaches / LMVs on recovery of MbPT charges as due.
- v) This lorry permits will be issued one day in advance before arrival of the Cruise Vessel.

3. Tour Desk

- i) Application for erecting Shamiana/ Pandal will be submitted by Vessel Agent of Cruise Vessel to Chief Engineer with a copy to Traffic Manager mentioning requirement of area and time period (in days).
- ii) Necessary permission for erection of Shamiana / Pandals will be granted by Traffic Manager under the supervision of Civil Engineering Department on receipt of no objection permission from CE.
- iii) Representative of Vessel Agent shall approach Dy. Traffic Manager, OSC for payment of MbPT charges with a copy of permission granted for erection of Shamiana/ Pandals.
- iv) Representative of Vessel Agent shall approach Sectional Asstt. Traffic Manager for allotment of space for erecting Shamiana/ Pandals with the receipt of payment of MbPT charges.

4. Seating Arrangement

Seating arrangement at the South Baggage Hall of BPX for the team of Tour operator including Staff and Guide will be made by the Tour Operator and necessary permission to bring in Chairs/ Sofas will be granted by the Dy. Traffic Manager, ID/Cargo Accountal.

5. Green Gate Opening

The operators shall furnish the exact number of Coaches to be deployed for ferrying the tourist for a Cruise Vessel, at least one day in advance to CISF and MbPT gate staff at Green Gate. Depending upon the no. of Coaches CISF will open the Green Gate sufficiently in advance of berthing of Cruise Vessel for smooth movement of tourist.

6. GLP- on arrival

As recommended by Inspector of Police, Seaport Branch, SB II the passengers coming on Cruise Liners without valid Indian Visa and requesting for Group Landing Permit, the following SOP should be followed:

- i) Foreign tourist in groups of four or more, sponsored by Indian travel agencies approved by the Ministry of Tourism, Government of India and with a pre-drawn itinerary will be granted GLP. In order to avail of this facility, the travel agency/ship handling agency concerned shall mandatorily fill in the applications online on website www.indiavisiaonline.gov.in. A complete list of group members along with printed visa applications and their itinerary shall be submitted by the ship handling agency to the FPRO/FRO concerned, 72 hours in advance. The ship handling agency shall also give an undertaking to conduct the group as per the itinerary and extend a further assurance that no individual would be allowed to drop out from the group at any place.
- ii) A fee of US \$ 40/- equivalent amount in Indian rupees per passenger, including children will be charges from each foreigner for the grant of GLP.