

MUMBAI PORT AUTHORITY

मुंबई पत्तन प्राधिकरण



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@mumbaiport.gov.in The suggestions will be duly considered at the time of next review in September 2022.

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CITIZEN'S CHARTER DOCUMENT FOR MUMBAI PORT AUTHORITY

1. MUMBAI PORT AUTHORITY PROFILE:

1.1 Mumbai Port is the second oldest Major Port, after Kolkata, with the administration and management of the Port being brought under a Board with representatives from various port users, port labour and concerned Government agencies from 1873. After enactment of the Major Port Authorities Act, 2021, name of the Mumbai Port Trust is now changed to “**Mumbai Port Authority**” w.e.f. 31.1.2022.

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. PHYSICAL INFRASTRUCTURE

2.1 To handle different types of cargoes, as on today, the Port has 37 berths as under:

General Cargo	-	27
POL	-	5
Liquid chemicals	-	3
OCT berths	-	2

2.2 The Port has various crafts, cranes and other equipments and covered storage accommodation of approximately 2.37 lakh sq.mtrs. and open storage spaces of approximately 7.39 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 Mumbai Port has one Container Freight Station, viz., MOD, having a capacity of 2118 TEUs which is used for stuffing and destuffing of containers and it is connected with a dedicated road.

2.4 There is a Marine Oil Terminal with 5 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.

2.5 There are 3 berths at Pir Pau handling chemical, lubricants, petroleum products and LPG.

2.6 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.

2.7 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.

2.8 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.

2.9 There are two linear berths of total berth length of 700 Mtr. at Offshore Container Terminal (OCT), a PPP Project which has been stalled, as the concessionaire M/s ICTPL has been declared as NPA. As an interim measure operator has been permitted to handle RoRo automobile vessels.

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 Mumbai Port waters and cargo.

5. POLICY

The Mumbai Port Authority 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 56 million tonnes of cargo during 2021-22
- To reduce operating expenditure per tonne of cargo handled from Rs.306.58 (actual achieved during 2020-21) during 2020-21 to Rs.290.98 during 2021-22.
- Objectives targeted to be achieved during 2021-22:
 - To maintain average ship day output for Break Bulk cargo (except Project Cargo) to 3000 tonnes.
 - To maintain average idle time on port account of all vessels to 3.52% (actuals of 2020-21).
 - To ensure 75% availability of 2 out of 4 Harbour tugs and 4 out of 6 Dock tugs every month at Indira Dock for operations, during 2021-22
 - Ensure 95% trains received are worked out (turn around time) in 22 hours except during exigencies which are beyond control such as act of god , act of war, act of public enemies, strikes, riots and derailments.
 - Impart training to 30% employees who are below 55 years of age as on 1.4.2021 with annual target of 726 employees.
 - Rendering stevedoring bills within 6 working days of sailing of vessels
 - Render vessel related bills for midstream discharge, within 8 working days of sailing of vessels.
 - 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.
 - Advice to Bank for payment of bills through ECS and RTGS will be issued within 3 and 2 working days respectively from the date of receipt of voucher complete in all respect in Cash Office of Finance Department.

- To attend 100% cargo handling related civil maintenance works (minor nature) within 14 working days after receipt of requisition provided the item is executable under the ongoing contract.
- To maintain average ship day throughput for Liquid cargo to 17000 tonnes.
- To focus to increase liquid bulk, chemicals and LPG handling capacity by 22 MMTPA by 2023 on Jawahar Dweep Island, Pir Pau Chemical Terminal with sea embedded pipeline connecting to the end user facility.
- To achieve zero fatal accident in the Dock work on monthly basis.
- To maintain 'Frequency Rate' of reportable accidents occurred to MbPT's on-shore and on board workers during cargo handling operations at 5.40 per million man hours work.

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 the various departments of Mumbai Port Authority are as under:

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 66564423

Railway Division

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 Authority.	Continous Continuous As and when required As and when required	Railway Manager	66564150 (O) 9820030204 (M)
2.	Information about rating/routing to the indenting party through FOIS.	Immediate (subject to availability of FOIS connectivity)	Goods Clerk Labour Supervisor	8007259903 (GC) 9870928617 (GC) 9224372850 (AGC SR) 9892683059

3.	Transportation of imported goods by railway wagons. Arranging supply of wagons for loading	One day (subject to no restriction)	Asstt. Traffic Manager I Station Master Wadala Goods Clerk	66564160 (O) 9162971655 9167876136(M) 9029060235 8007259903 (GC) 9870928617 (GC) 9224372850 (O)
4.	Placement / withdrawal of full rake with the help of hired locomotive	Immediate. After C &W fitness/ Loading completion	Asstt. Station Master	9029060235 (O) 9167876736(M)
5.	Door closing/ riveting of wagon doors	Immediate after loading	Centrtal Railway Trains Examiner	9004410455(Gokhe) 2267453112(vdlr)
6.	Sealing/ labelling of wagons	Immediate (after door closing/ revitting)	Goods Clerk	8007259903 (GC) 9870928617 (GC) 9224372850 (M) (GC)
7.	Weighment of loaded wagons for correct realization of Railway Freight	Immediate after loading	Goods Clerk	8007259903 (GC) 9870928617 (GC) 9224372850 (M) (GC)
8.	Issuance of Railway Receipts to the consignors for onward submission to the destination station for taking delivery	Immediate (Subject to connectivity)	Goods clerk	8007259903 (GC) 9870928617 (GC) 9224372850 (M) (GC)
9.	Timely Billing and realization of Port Charges after submission / preparation of RRs	Immediate	Goods Clerk,	8007259903 (GC) 9870928617 (GC) 9224372850 (M) (GC)
10.	Rerailment of empty/ loaded stock with the help of zonal railway or own means	Immediate	Station Master, Grain Depot/ Wadala	9029060235 (O) 9167876136 (M)
11.	Timely clearance of loaded stock from MbPT Railway Yard by arranging light engines	Immediate (subject to availability with Zonal Railway)	Station Master, Grain Depot/ Wadala	9029060235 (O) 9167876136 (M)
12.	Arranging Settlement of claim if any by Indian Railway	Within 3 months	Asstt. Traffic Manager, Gr.I	66564160 (O) 9162971655(M)
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 (O) 9162971655(M)
14.	Storage facilities	1-2 days	Asstt. Traffic Manager, GR. I	66564160 (O) 9162971655(M)

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 B. Dinakar Dy. Chief Engineer, Shri K.D.Phopale Asstt.Ex. Engineer Water Supply,	66564040 9867844948 bv.dinakar@mumbaiport.gov.in 8369499500 kd.phopale@mumbaiport.gov.in
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	Smt. S. N. Bavkar Dy. Chief Engineer, MOT/MSRC Shri S.J.Sawant, JD, Ex.Engineer Shri M.M. Waghela, Asstt.Ex. Engineer, Pir-Pau	66564039 9833046609 sn.bavkar@mumbaiport.gov.in 66564525 9969184650 sj.sawant@mumbaiport.gov.in 9967669411 mm.waghela@mumbaiport.gov.in
3.	Salvage Section To attend salvage works as per the requisition from user department.	2 days from the date of requisition (subject to availability of area).	Shri Santanu Manna Ex. Engineer, MSRC	9833394948 sb.manna@mumbaiport.gov.in
4.	All types of repairs (minor nature) to the yards	8 working days	Shri B. Dinakar Dy. Chief Engineer,	66564040 9867844948 bv.dinakar@mumbaiport.gov.in
a)	Restoration of railway tracks in the event of minor derailment (single wagon or engine alone)	33 hours from time of derailment of derailed rolling stock by CME/ Central Railway/ Western Railway as the case may be.	Shri D.K. Jain Ex. Engineer Railway Engg. Section	9892455526 dk.jain@mumbaiport.gov.in
b)	Restoration of railway tracks in the event of major derailment (more than one wagon)	33 hours from time of derailment of derailed rolling stock by CME/	Shri D.K. Jain Ex. Engineer, Railway Engg. Section	9892455526 dk.jain@mumbaiport.gov.in

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
		Central Railway/ Western Railway as the case may be.		
c)	All types of repairs (minor nature) to the roads	8 working days	Shri D.K. Jain Ex. Engineer Roads Shri K.D.Phopale Asstt.Ex. Engineer	9892455526 dk.jain@mumbaiport.gov.in 8369499500 kd.phopale@mumbaiport.gov.in
5.	All types of repairs (minor nature) to civil structures outside the docks and a) GWSD b) GWND Complaints about water supply (minor nature) water supply, outside the docks	8 working days 8 working days 24 hours	Shri B. Dinakar Dy. Chief Engineer, Shri B.Dinakar Dy. Chief Engineer, GWND Shri D.K. Jain Ex. Engineer Water Supply	6656404040 9867844948 bv.dinakar@mumbaiport.gov.in 66564040 9867844948 bv.dinakar@mumbaiport.gov.in 9892455526 dk.jain@mumbaiport.gov.in
6.	All types of issues related to office correspondence, billing.	8 working days	Shri APB Mattoo, Dy. Chief Engineer, Construction II, SPA, MICT, Eco Park Smt.S.N.Bavkar Dy. Chief Engineer, MOT/MSRC, Design, Project, Toll Shri B.Dinakar Dy. Chief Engineer, Construction- I, GWND, GWSD, Docks, Railway, Roads, Water Supply, Central Garden, Esstt/Accounts,	66564034 9920202510 apb.matto@mumbaiport.gov.in 66564039 9833046609 sn.bavkar@mumbaiport.gov.in 66564040 9867844948 bv.dinakar@mumbaiport.gov.in
7.	Replies to letters received from MPs/ MLAs/ Minister/	7 working days	Shri B. Dinakar Dy. Chief Engineer GWND, GWSD, Docks, Railway,	66564040 9867844948 Bv.dinakar@mumbaiport.gov.in

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
	Leader of Opposition etc. (in coordination with the Dy. Chief Engineer concerned with the matter)		Roads, Water Supply, Central Garden, Esstt/Accounts, Shri APB Mattoo, Dy. Chief Engineer, Constuction II, SPA Smt.S.N.Bavkar Dy. Chief Engineer, MOT/MSRC, Design, Project, Toll	66564034 9920202510 apb.mattoo@mumbaiport.gov.in 66564039 9833046609 sn.bavkar@mumbaiport.gov.in

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	Dy.Chief Mechanical Engineer	6656 6509/ 9967912110
2.	Electricity supply on temporary basis after submission of necessary documents and payment of deposit.	One day	Dy.Chief Mechanical Engineer	66566501/ 9820722606
3.	Providing Workshop slipway facility after submission of necessary documents and payment of deposits	3 days	Dy.Chief Mechanical Engineer	6656 6509/ 9967912110

Materials Management Division

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1.	Preparing of GRAs of accepted goods of various sections and Processing of Bills (Tax invoices)	30 days	Asstt. Materials Manager	6656 6740/ 7303119445
Asst Executive Engineer			66566710/ 9833476185	
Dy. Materials Manager			6656 6706/ 9819570754	

2.	Disposal and delivery of old assets / scrap	90 days from date of delivery order	Asstt. Materials Manager	6656 6705 7977935981
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Marine Department

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.	--	Dock Master, Control Station	6656 5035 9892955605
2	Allotment of berths to POL vessels.	--	Dock Master (I/C), Jawahar Dweep	6656 5873 9820282615
3	Timely Berthing/ un-berthing (sailing) of vessels.	--	Sr.Dock Master, Indira Dock Dock Master, Control Station Dock Master (I/C), Jawahar Dweep	6656 5040 9820193912 6656 5035 9892955605 6656 5873 9820282615
4	Monitoring of air and water quality.	--	Harbour Master & Director, Pollution Control Cell	6656 4022 9820030205
5	Control of oil spillage and marine pollution.	--	Harbour Master & Director, Pollution Control Cell	6656 4022 9820030205
6	Prevention of fire and control in the event of occurrence.	--	Port Safety & Fire Officer	6656 6260 9820028881
7	Security compliance as per ISPS code.	--	Port Facility & Security Officer	6656 4212 9833393070
8	Passenger Boat Licence	7 working days	Port Facility & Security Officer	6656 4212 9833393070
9	Harbour Craft Licence	7 working days	Port Facility & Security Officer	6656 4212 9833393070
10	Pass Pilot Permission Special Pass Pilot permission	7 working days	Harbour Master Deputy Conservator (I/c)	6656 4022 9820030205 6656 4022 9820030205
11	Permission to supply fresh water to ship in Mumbai Harbour through water barge	7 working days	Harbour Master	6656 4022 9820030205
12	Permission to carry out under water CCTV inspection /	7 working days	Harbour Master	6656 4022 9820030205

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
	survey / hot work on ship in Mumbai Harbour Anchorage			
13	Permission for family to get-together and boat cruising in Mumbai Harbour	7 working days	Asstt.Comm.(Port) Deputy Conservator (I/c)	6656 4212 9833393070 6656 4021 9820282613
14	Swimming permission	7 working days	Asstt.Comm.(Port)	6656 4212 9833393070
15	Permisssion for Stream / JD and PP	Same day	Asstt.Comm.(Port)	6656 4212 9833393070

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.	Accounts Officer Gr.I	9167939021
	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.		
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.	Accounts Officer Gr.I	9167939021
	Pre-audit of Export Chappa	within a working day from the date of receipt of Export Chappa complete in all respect in Finance Department.		
3.	<u>Tender Section</u>			

	1.Audit clearance of a) ad-hoc/ estimated bills b) measured bills and c) final bills	a) within five working days b) within ten working days c) within 20 working days from the date of receipt of bills complete in all respect in Finance Department.	Accounts Officer Gr. I	9923641878
4.	Cash Office			
	Advice to bank for payment of bills through ECS and RTGS	within three and two working days respectively from the date of receipt of voucher complete in all respect in Cash Office of Finance Department.	Sr.Accounts Officer	7021520785

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	Chief Public Relations Officer	2261 1982 6656 4049
2.	Permission for film/documentary shooting in Port areas	4 days	Chief Public Relations Officer	2261 1982 6656 4049
3.	Replies to letters received from MPs/MLAs/Minister/ Leader of Opposition etc.	7 days	Sr. Dy. Secretary Sr.Dy. Secretary	6656 4047 9967560448 6656 4014 9869288660

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	Dy. Manager (W) I	66564252 9920464810
			Sr. Welfare Officer (Esstt./CCF/Q/R)	66564431 9769875544
2.	Catering services in Department	Everyday except Dock Holidays	Catering Officer	66564297 66565069(CK) 9819197071
3.	Replies to letters received from MPs/MLAs/Minister/ Leader of Opposition etc.	7 days	Sr.Dy. Manager (w)	66564016 9324611923
			Dy. Manager (w) I	66564252 9920464810
			Dy. Manager (W) II	66564256 9869015051

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. (Monday to Friday). 9.00 to 1.00 pm on Saturday.	Sr.Dy.CMO (Surgery)	66567762 & 66567577 9769733137
2	Inpatient Service	24 hours	Sr.Dy.CMO (Obst.& Gynec)	66567766 9821630804
3	Ambulance	24 hours	Sr.Dy.CMO (Surgery)	66567762 & 66567577 9769733137
4	Diet Service for Indoor patients	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.	Sr.Dy.CMO (Surgery)	66567762 & 66567577 9769733137

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
5	Honorary & Specialist Service 1. Cardiologist 2. Nephrologist 3. Urologist 4. Dental Surgeon 5. General Duty (Diabetology) 6. Interventional Radiologist 7. Allerge Clinic	Twice a Week Twice a week Thrice a Week. Twice a Week Thrice a Week Thrice a Week Thrice a Week (24 hours on emergency)	Sr.Dy, CMO (Medicine)	66567785 9869408597
6	Reimbursement of Medical Expenses	Claim received every day at 11.00 am to 5.00 pm. In RME section, P:T. Hospital and in preipheal dispensary 10.00 am to 4.00 pm. After recommendation of CMO the same is forwarded to FA & CAO, MbPT for payment.	Sr.Dy.CMO (Admin)	66567686 9820095479
7	MbPT Pharmacy & Outsourced Pharmacy Shop.	9.00 am to 5.30 p.m 8.00 a.m. to 5.00 p.m.	Sr.Dy.CMO (Admin)	66567711 9820362670
8	Registration of Employee and their family & Retired Employee and their spouse.	During office hours of all working days.	Sr.Dy.CMO (Radiology)	66567737 9821818108
9	Reference to other empaneled Hospital.	24 hours	Sr.Dy.CMO (Admin)	66567686 9820095479
10	<u>Dispensaries (Only OPD) at 3 Location</u> Blue Gate Dispensary, Dock Yard Dispensary, Wadala Dispensary.	10.00 a.m. to 5.00 p.m. 9.30 a.m.to 4.30 p.m.	Sr. Dy. CMO (Medicine)	66567785 9869408597
11	Sanitary Service	24 hours	Sr.Dy.CMO (Admin)	66567686 9820095479

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
12	Malaria Prevention Measures Service	7.00 a.m. to 4.00 p.m.	Sr.Dy.CMO (Admin)	66567686 9820095479
13	Replies to letters Received from MPs/ MLAs/ Minister/ Leader of Opposition etc.	During office hours of all working days.	Administrative Officer	66567705 9869012793

Estate Division

Sr. No.	Services	Time Line	Officer responsible for delivery of services	Contact details of the officer
1	Overall administration & management of landed Estate		EM(I/c) DY EM	9821468995 8652095740
2	Letting of vacant Port Authority plots and buildings in the most remunerative way either on lease/license basis for a fixed term of years.	6 months from the date of approval of Competent Authority	Sr.AEM(ND) Sr.Dy.MM.(CD) Exe. Engr.(SD) Sr.ATM(Bdrs)	9969870168 9892237160 9224674594 9892860840
3	Preparation and rendering of Bills of rental and other charges as per the Board's/Govt. policies in time bound manner and distribution of the same to the lessees/tenants of the Estate Department.	Every month	Dy CAO (Estate) AEM(GR.I)(EDP)	9869384217 9664123645
4	Maintaining SDL and other books of accounts under guidance of Finance Department and preparation of reports for control ledger of Finance department.	Every month	Dy CAO (Estate) AEM(GR.I)(EDP)	9869384217 9664123645
5	Periodical Inspection of the tenancies / leases to ensure compliance of the tenancy/lease conditions & identification of breaches.	Inspection of four plots every month	AEE(ND) ATM(Gr.I)(ND) AEM(Gr.I)(CD) AEE(CD) AEM(Gr.I)(SD) AEE(SD) AEM(Gr.I)(Bdrs)	9599329934 9309501637 9819474494 9987443137 9322899152 9892107185 9975268489

6	Taking legal action for non-rectification &/or regularisation of breaches of tenancy/lease conditions & Port Dues	3 months from the detection of breaches	Sr.AEM(ND) Sr.Dy.MM.(CD) Exe. Engr.(SD) Sr.ATM(Bdrs) AEE(ND) ATM(Gr.I)(ND) AEM(Gr.I)(CD) AEE(CD) AEM(Gr.I)(SD) AEE(SD) AEM(Gr.I)(Bdrs) AEM(Gr.I)(Litigation)	9969870168 9892237160 9224674594 9892860840 9599329934 9309501637 9819474494 9987443137 9322899152 9892107185 9975268489 9820852224
7	Prevention & removal of encroachments from plots vacated by due process of law from the tenants/lessees of Estate	Whenever needed and atleast once in a month	Sr.AEM(ND) Sr.Dy.MM.(CD) Exe. Engr.(SD) Sr.ATM(Bdrs) AEE(ND) ATM(Gr.I)(ND) AEM(Gr.I)(CD) AEE(CD) AEM(Gr.I)(SD) AEE(SD) AEM(Gr.I)(Bdrs)	9969870168 9892237160 9224674594 9892860840 9599329934 9309501637 9819474494 9987443137 9322899152 9892107185 9975268489
8	Granting way leave permissions for laying water, drainage, electricity and other miscellaneous underground services passing through Port Authority estate, to the tenants/ lessees, B.E.S.T., Bombay Municipal Corporation and others.	3 months from the date of complete application with all documents (only in case of running lease without any breaches in Non-redevelopment areas)	EM(I/c) DY EM Dy CME(Estate) Sr.AEM(Spl.WL)	9821468995 8652095740 9821663839 9819696567
9	Processing proposal for approval of plans submitted by the tenants/ lessees in the standard format for the development of the plots/ repairs.	3 months from the date of complete application with all documents (only in case of running lease without any breaches in Non-redevelopment areas)	CE&HOD(Estate) EM(I/c) DY EM Sr.AEM(ND) Sr.Dy.MM.(CD) Exe. Engr.(SD) Sr.ATM(Bdrs)	7208226667 9821468995 8652095740 9969870168 9892237160 9224674594 9892860840
10	To provide the required information to FA&CAO for quinquennial assessment of Port Authority let out properties by MCGM	Every 5 years and whenever required	Sr.AEM(ND) Sr.Dy.MM.(CD) Exe. Engr.(SD) Sr.ATM(Bdrs)	9969870168 9892237160 9224674594 9892860840

11	Maintenance & updating of Title Deeds, agreements and related land records of lease, tenancies, etc. of the department. GIS	Every year and whenever required	Sr.AEM(GIS) AEE(SD)	9819696567 9892107185
12	Replies to letters received from MPs/MLAs/Minister/Leader of Opposition	7 days	CE&HOD(Estate) EM(I/c) DY EM Sr.AEM(ND) Sr.Dy.MM.(CD) Exe. Engr.(SD) Sr.ATM(Bdrs) AEE(ND) ATM(Gr.I)(ND) AEM(Gr.I)(CD) AEE(CD) AEM(Gr.I)(SD) AEE(SD) AEM(Gr.I)(Bdrs) AEM(Gr.I)(Gen)	7208226667 9821468995 8652095740 9969870168 9892237160 9224674594 9892860840 9599329934 9309501637 9819474494 9987443137 9322899152 9892107185 9975268489 9967022321
13	RTI Applications / Appeals	30 days	EM(I/c)(FAA) DY EM (CPIO) Sr.AEM(ND)(APIO) Sr.Dy.MM.(CD) (APIO) Exe. Engr.(SD) (APIO) Sr.ATM(Bdrs) (APIO) Administrative Officer	9821468995 8652095740 9969870168 9892237160 9224674594 9892860840 8850458096
14	Revision of SoR	Every 5 years	EM(I/c) DY EM Sr.AEM(ND) Sr.Dy.MM.(CD) Exe. Engr.(SD) Sr.ATM(Bdrs) AEM(Gr.I)(Gen)	9821468995 8652095740 9969870168 9892237160 9224674594 9892860840 9967022321

9. QUALITY OF SERVICE

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 Mumbai Port Authority acquired ISO 9001:2015 Q M S, ISO 14001 : 2015 E M S, ISO 27001:2013 I S M S certificates on 23rd August 2021, certified by the renowned international certification agency Indian Register Quality Systems (IRQS), a Division of IR CLASS Systems and Solutions Private Limited. With this glorious achievement Mumbai Port Authority has committed to provide Integrated Sea-Port Facilities for Safe Handling, Storage and Delivery of Cargo / Container to the requirements of our Customers and Promote Domestic and International Cruise Shipping. Mumbai Port became the first major Indian Port in the year 2002 to have acquired Quality Certification of 2000 series, which envisages continual improvement of processes and standards towards customer satisfaction. This is another landmark of the Mumbai Port Authority's endeavour to ensure quality service to the customers.

10. **WHISTLE BLOWER POLICY**

The Mumbai Port Authority 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 Authority (MbPA) 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 Authority is available on Port's website and the designated authority to receive complaint under this policy is the Chief Vigilance Officer, Mumbai Port Authority.

11 **Grievance Redressal Mechanism:**

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

Shri U. R. Mohan Raju

Secretary

Mumbai Port Authority

2nd floor, Port House,

ShoorjiVallabhdas Marg,

Ballard Estate, Mumbai – 400 001.

Telephone: 6656 4061, 22613979, Fax No. 2269 6953

email id: secretary@mbptmail.com

11.2 **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 – 400001

11.3 **Expectation from complainant:**

Clarity of grievance with all relevant details and contact details

11.4 **Timeline for response:**

- 11.4.1 Grievances are acknowledged immediately and at the most within three working days of receipt. A grievance is redressed within a period of 45 days from its receipt.
- 11.4.2 In case of grievance received on CPGRAMS, reply issued to the Petitioner by post/ courier and is also uploaded on the website of CPGRAMS.
- 11.5. The Mumbai Port Authority has introduced Public Grievance Open Forum where on every Friday the Chairman Mumbai Port Authority as well as the Heads of Departments will address grievances of general public.
- 11.6 Mumbai Port Authority has also introduced one mobile app ‘e-seva’ for lodging and tracking grievances/ complaints.

12. BEST PRACTICES:

Transparency Plan:

Mumbai Port Authority has prepared its Transparency Plan to take action in the following areas to bring greater transparency in its functioning: -

- (i) Works relating to tender
- (ii) Leveraging of Technology in the following areas.
 - (a) E-Payments/RTGS/NEFT
 - (b) E-Platform for completion of formalities
 - (c) E-Permits/E-Licenses
 - (d) Computerized Grievance Redressal
 - (e) Mobile Apps
 - (f) ERP
- (iii) Adoption of Integrity Pact
- (iv) Periodic transfer from sensitive posts
- (v) Estimates of contracts for works above Rs.1 crore
- (vi) Sale of uncleared goods by e-tender/e-auction
- (vii) 'Changing Minds' programs through meditation/motivational lectures
- (viii) Vigilance Complaints App
- (ix) New transparent Land Policy
- (x) Digitization of documents
- (xi) GIS Implementation
- (xii) Concurrent Stakeholders Satisfaction Index
- (xiii) Expert Agency for Estate Management
- (xiv) Prevent encroachments through Expert Agency and computerise Access Control System

13. 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:

First Appellate Authority

Department/ Division	Name & Designation	email ID	Tel. No. / Mobile No.
General Administration, HR, Welfare, Legal and Security Divisions	Shri U.R. Mohan Raju, Secretary	secretary@mumbaiport.gov.in	<u>66564061</u> 9500076396 9937246222
Finance Department	Smt.P.M. Dabholkar, Financial Adviser & Chief Accounts Officer	pm.dabholkar@mumbaiport.gov.in	<u>66564310</u> 9930877304
Traffic Department, OBL, Railways & P&R Divisions	Shri G.S. Dey Traffic Manager	tm@mumbaiport.gov.in	<u>66564051</u> 9819844450
Civil Engineering Department	Shri A.P.B. Mattoo, Dy. Chief Engineer	abp.mattoo@mumbaiport.gov.in	<u>66564034</u> 9920202510
Mechanical & Electrical Engineering Department and Materials Management Division, EDP & T/E Wing	Shri Manas Mandal Chief Mechanical Engineer	cme@mumbaiport.gov.in	<u>66566500</u> 8291171912
Marine Department	Shri Bhabatosh Chand Deputy Conservator	dc@mumbaiport.gov.in	<u>66564021</u> 9820282613
Medical Department	Dr. A. Annadurai Chief Medical Officer	cmo@mumbaiport.gov.in	<u>66567700</u> 9820328839
Vigilance Department	Shri V.R. Joglekar Deputy Chief Vigilance Officer	vr.joglekar@mumbaiport.gov.in	<u>66564081</u> 9821051300
Estate Division	Shri G.A.Shirsat, Estate Manager (I/c)	estatemanager@mumbaiport.gov.in	<u>66564071</u> 9821468995

List of Central Public Information Officers

Department/ Division	Name & Designation	Tel. No.	Fax No.	Mobile No.
General Administration Department	Shri M.L. Parkar, Dy. Secretary	6656 4018	2269 6953	9869477410
			ml.parkar@mumbaiport.gov.com	
	Shri S.R.Aphale Dy. Secretary (Human Resources Section & IR Section)	6656 4067	2269 6953	9892988422
			sr.aphale@mumbaiport.gov.com	
	Shri R.K.Ramgude Sr.Welfare Officer (Welfare Division)	6656 4431	2261 1011	9769875544
			rk.ramgude@mumbaiport.gov.com	
Marine Department	Shri Anil P.Bodke Sr. Law Officer (Legal Division)	6656 4123	22613834	9869306941
			ap.bodke@mumbaiport.gov.in	
	Shri S.M. Deshmukh, Chief Security Officer (Security Division)	66565650	2261 3051	9820447672
			sm.deshmukh@mumbaiport.gov.in	
Finance Department	Capt. Umesh S. Oak, Pilot	6656 5057	2261 2404	9820701077
			us.oak@mumbaiport.gov.in	
Traffic Department	Shri I.B.Chaudhary Accounts Officer, Gr. I	6656 4350	2261 1155	9819604236
			Ib.chaudhary@mumbaiport.gov.in	
Traffic Department	Shri N.W.Gawande Dy. Traffic Manager (Gen.)	6656 5676	22619016	9869459987
			nw.gawande@mumbaiport.gov.in	
	Shri S.S.Dalvi, Administrative Officer (OBL)	6656 5676	-	8850554401
			ss.dalvi@mumbaiport.gov.in	
Traffic Department	Shri P.K. Meena, Asstt. Traffic Manager Gr I (Railway Division)	6656 4160	22691130	9162971655
			pk.meena@mumbaiport.gov.in	

Department/ Division	Name & Designation	Tel. No.	Fax No.	Mobile No.
			email ID	
Mechanical & Electrical Engg. Department	Shri A.B.Kulkarni, Superintending Engineer	66566513	2374 4277	9869575373
			ab.kulkarni@mumbaiport.gov.in	
	Shri S. K. Sharma, Sr. Dy. Materials Manager (Materials Management Division, MEED)	6656 6702	234776196	9833423982
			sk.sharma@mumbaiport.gov.in	
	Shri H.P.Kulkarni, Sr. Dy. Director (EDP) EDP Wing and (Telecom & Electronics Wing, ME&ED) Planning & Research Division	66564115	22611011	9699165104
			hp.kulkarni@mumbaiport.gov.in	
Medical Department	Dr. (Smt.) S.N.Mokal, Sr.Dy. Chief Medical Officer (Admin.)	6656 7686	-	9820095479
			sn.mokal@mumbaiport.gov.in	
Vigilance Department	Shri Satish S. Kharche Sr. Vigilance Officer	66564086	2261 8010	9920123474
			ss.kharche@mumbaiport.gov.in	
Civil Engineering Department	Shri Sanjeev Mahale, Superintending Engineer	6656 4582	2261 6804	9821696153
			Sb.mahale@mumbaiport.gov.in	
Estate Division	Shri Kapil L.Bakshi Dy. Estate Manager	6656 4458	22617721	8652095740
			kl.bakshi@mumbaiport.gov.in	

14. Particulars of Key Officials:

Name and Designation	Address/Phone No
Shri Rajiv Jalota, Chairman	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4011 Direct: - 022-2262 1234
Shri Adesh Titarmare Dy. Chairman	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Telephone:6656 4012 Direct: 022 2261 5049
Shri Rakesh 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 U.R.Mohan Raju, Secretary	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4061 Direct : 022 2261 3979
Traffic Department	Shri Gautam Dey, Traffic Manager	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-66564051 Direct: - 022-2261 4391
Marine Department	Capt. Bhabatosh Chand, Deputy Conservator	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4021 Direct: - 022-2261 4345
Finance Department	Smt. P.M.Dabholkar Financial Adviser & Chief Accounts Officer	Ground floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4310 Direct: - 022-2261 0241

Department	Name and Designation	Address/Phone No.
Civil Engineering Department	Shri N.G.Mirajkar, 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 Manas Mandal, 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

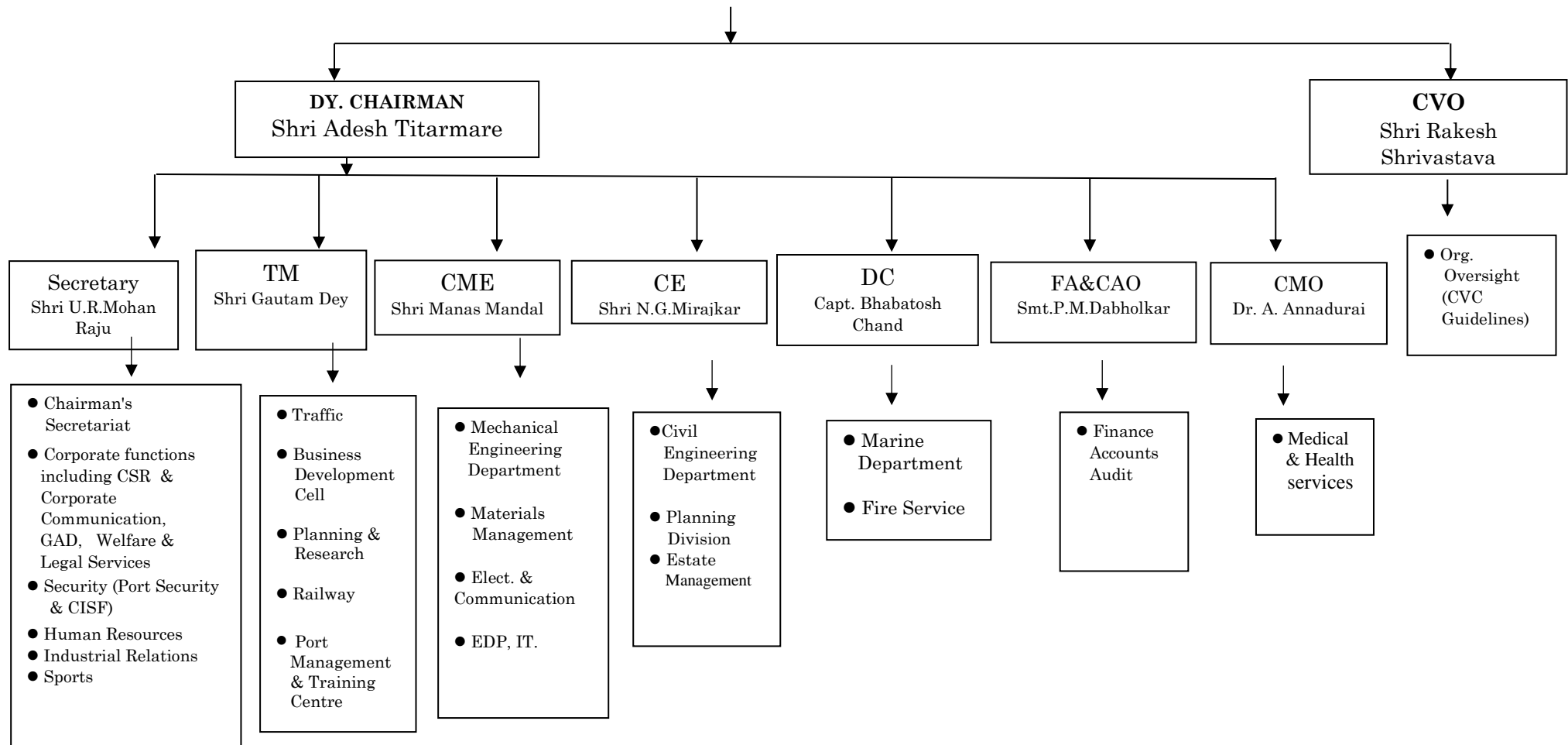
15. List of Stakeholders and Clients
Attached.

16. Review of Charter

The Charter will be reviewed twice in a year.

Functional Reporting & Responsibility Framework

CHAIRMAN
Shri Rajiv Jalota



17. **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