



## **CITIZEN'S/CLIENT'S CHARTER**



### **VISAKHAPATNAM PORT TRUST (MINISTRY OF SHIPPING)**

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## Vision

To be the most preferred port in South Asia offering services of global standards

## Mission

To be a major partner in meeting the logistics requirements of the importers and exporters of the region

## Service Standards

Section	Service No.	Description of Service	Standard	Indicative expectations from service recipients
1	1.1	<b>Pilotage service</b>		Nil. Pilotage services are provided as per berthing programme received from Traffic department
		Berth vessel in inner harbour	Within 1 hr., 45 mts., after boarding of pilot subject to channel clearance	
		Berth vessel at OSTT	Within 1 hr., 45 mts. after boarding of pilot subject to channel clearance	
		Berth vessel in outer harbour other than OSTT	Within 1 hr., 45 mts. after boarding of pilot subject to channel clearance	
	Berth vessel at SPM	Within 2 hrs. 45 mts. after boarding of pilot subject to channel clearance		
	1.2	Issue of license/ permission for supply of fresh water to ships in port area	Three working days	Documents viz., i) requisition letter ii) NOC from Customs and GVMC iii) Antecedent certificate from Police iv) valid permission/ documents for operating tanker lorries are required to be submitted to the competent authority
	1.3	Issue of license/ permission for collection of vessel's garbage	Three working days	Documents viz., i) requisition letter ii) requisition for collection of Garbage iii) NOC from Customs and GVMC iv) Antecedent certificate from Police are required to be submitted to the competent authority

<b>Section</b>	<b>Main Service</b>	<b>Standard</b>	<b>Indicative expectations from service recipients</b>
1 Contd.	1.4 Issue of license/ permission for vessel's slop reception	30 working days	Documents viz., i) valid licence issued by APPCB ii) valid registration certificate-cum-pass book iii) requisition letter from APPCB authorised recyclers located in Visakhapatnam, East Godavari, vijayanagaram and Srikakulam Districts only
	1.5 Hazardous cargo permission	Two working days	Requisition is required to be submitted to the competent authority
	1.6 Permission for shore/ on board hot jobs	Two working days	Requisition is required to be submitted to the competent authority
2	2.1 Berth allotment	30 Hours from the time the turn for a berth is due for the vessel	Request Memo Submission of all documents through check/inform Provisions if applied or BRS if eligible letter/payments; All vessel related and cargo related charges payment. However, above all are through 'POS' application without submitting any form of hand copy.
	2.2 Allotment of ELL cranes	2 hours from the time of requisition subject to availability	Requirement in prescribed Annexure-I and II. Online request through 'POS'. Allotment through 'POS' and after cancellation, finalization of invoice.
	2.3 Allotment of labour	2 hours from the time of requisition and fulfilling relevant payments in advance.	Stevedore and gang requisition. Online and vessel/non-vessel requisition through 'POS'. Allotment through 'SAP' and finalization of invoices.
	2.4 Issue of fresh/renewal of license for Stevedoring and Ship Chandling	2 weeks' time subject to receipt of Dock Safety confirmation	Request letter to obtain license requirement. Fill in check list/recommendation letter/proof of handling gear/ security deposit of Rs.5 lakhs. Dock safety performance confirmation letter/ license fee of Rs.50,000/- plus service tax and Rs.5,000/- towards EMD to issue stevedoring license. However, entire process is provided in 'POS' online application except collecting of 'BG' in original form and issue of stevedoring 'License Certificate'.

<b>Section</b>	<b>Main Service</b>	<b>Standard</b>	<b>Indicative expectations from service recipients</b>
2 Contd.	2.5 Allotment of stacking area/ transit shed	8 hours from the time of requisition subject to availability	Agent request letter. Sufficient funds in their 'POA'. Entire process can now be accessed in 'POS' at <a href="http://112.133.198.146:888/forms/formsservelet?config=PPOS">http://112.133.198.146:888/forms/formsservelet?config=PPOS</a> DB map.
	2.6 Issue of gate pass for vehicles/persons/cargo carriers	2 working days from the time of requisition	Agent request letter NOC from Police Station. Photostat.
	2.7 Receiving railway indents	Immediate on receipt of requisition and necessary payments in full	WDRF fill in form. MR No. after obtaining payment to VPT. The above process is handling through 'POS' application.
3	3.1 Scrutiny of shipping bills	3 working days	Provisional bills, certificate of registry, coastal trade certificate, international tonnage certificate, Form-II ballast certificate, DC memos, priority berthing memos, wharfage memos for transport of oil, conversion certificate of vessel
	3.2 Scrutiny of provisional shipping bills	1 working day	Nil; Processing shall be done online after forwarding from Traffic
	3.3 Scrutiny of import/export bills	3 working days	Joint draught survey report/ullage report (liquid cargoes)
	3.4 Scrutiny of provisional import/export bills	1 working day	Nil; Processing shall be done online after forwarding from Traffic
	3.5 Scrutiny of fishing trawler bills	3 working days	Net registered tonnage certificate(NRT)
	3.6 Fishing harbour water/dry dock bills	3 working days	Net registered tonnage certificate, coastal trade certificate
	3.7 Checking railway demurrage bills	2 working days	Daily operations statement of traffic
	3.8 Siding and open terminal charge bills	2 working days	Daily operations statement of traffic
	3.9 Staff charges bills	2 working days	Employees pay particulars and other allowances sent by traffic

<b>Section</b>	<b>Main Service</b>	<b>Standard</b>	<b>Indicative expectations from service recipients</b>
3 Contd.	3.10 Scrutiny of stores/works/ plan works estimates	3 working days	Quotations, rate analysis, work order copies, budget proforma for checking of rates where S.R.Rates are not available along with report page
	3.11 Scrutiny of stores/works/ plan works proposals	3 working days	Reference letters and complete subject file Minimum 3 budgetary quotations/only one quotation if material is of proprietary nature, estimate, report page, history sheet
	3.12 Scrutiny of stores/works/ plan works tenders	3 working days	Estimate sanction copy, budgetary quotations, approved minutes of tender committee and proceedings. Proposal sanction, approved minutes and Tender Committee proceedings
	3.13 Passing firms/contractor bills	3 working days	Work order and agreement along with recovery statements, relevant BGs and M Books etc. Purchase order, DRR firms invoice with pass order of MM Division cash receipt of (RE Cash) towards payment of SD/BG towards 10% SD.
	3.14 Passing miscellaneous bills	3 working days	Sanction order, partys invoice challan copy for reimbursement of service tax etc. Sanction order firms invoice.
	3.15 Vetting draft purchase orders	3 working days	SRR/NS Indent,
	3.16 Passing of PF advance/ final withdrawal pay order	3 working days	Duly filled in PF Application from party forwarded by concerned Department. Online processing by the Department.
	3.17 Processing/conversion of advance to final withdrawal	7 working days	
4	4.1 Use of Dry Dock in IH	First come first serve basis as per seniority upon fulfilment of all the requirements. Priority to port crafts exists	1.Remittance of Rs.4 lakhs 2.No objection certificate from Traffic Manager/VPT 3.Docking Plan and 4.Copy of ship registration

<b>Section</b>	<b>Main Service</b>	<b>Standard</b>	<b>Indicative expectations from service recipients</b>
4 Contd.	4.2 Use of Dry dock in Fishing Harbour	First come first serve basis as per seniority upon fulfilment of all the requirements.	1.Remittance of Rs.10,000 or Rs.50,000(Fishing trawler) 2.No objection certificate from Traffic Manager/VPT 3.Docking Plan and 4.Copy of ship registration
5	5.1 Allotment of land on lease	For PSUs and Central Govt. agencies – 2 months For other agencies 3-4 months	Application for allotment of land or participation through tender cum auction process
	5.2 Water connection/supply	15 days	1.Requisition for water connection with exact requirement 2.Proof of payment of fee for connection
	5.3 Registration of contractors for works contract	2-3 months	1.Requisition letter for obtaining application 2.Submission of duly filled in application together with the documents listed in the application
	5.4 Inviting and finalising Tenders/quotations process	3-4 months	Submission of complete offer in single cover or two cover system as invited
	5.5 Bill payment to the contractors	15 days	Submission of the bill in the relevant format duly signing in the 'M' book
<b>Section</b>	<b>Main Service</b>	<b>Standard</b>	<b>Indicative expectations from service recipients</b>
6	6.1 Allotment of Kalavani	Provisional allotment within 3 working days Final allotment within 2 working days	Application in prescribed proforma. Application to be routed through concerned Department in case of employees of VPT Submission of proof of remittance of deposit amount within 7 working days from the date of receipt of provisional allotment order
	6.2 Allotment of Sri Sitarama Kalyana Mandapam	Allotment within 3 working days	Application in prescribed proforma. Application to be routed through concerned Department in case of employees of VPT Submission of proof of remittance of deposit amount

## Stakeholders/Clients

The list of stakeholders/Clients relating to the provisions of Citizen's Charter/Client's Charter are as follows:

Visakhapatnam Stevedores Association

Visakhapatnam Steam Ship Agents Association

Visakhapatnam Custom House Agents Association

Registered contractors/material suppliers

Employees of Visakhapatnam Port Trust

## Grievance Redress Mechanism and Responsibility Center

The Citizen/Client can lodge a grievance against failure in compliance of any service standards by any responsibility center to the corresponding Public Grievance Officer orally by contacting in person/by phone or in written form by Post/Fax etc., or electronically at [www.vizagport.com/citizenscorner/citizenscharter.aspx](http://www.vizagport.com/citizenscorner/citizenscharter.aspx).

Acknowledgement of grievance with the corresponding timelines for redress shall be communicated on a daily basis

Section	Name and contact details of Public Grievance Officer/ Responsibility center	Helpline number to lodge grievance	E-mail
1	Capt. S.S. Tripathi Deputy Conservator Marine Department Visakhapatnam Port Trust Visakhapatnam-530035	0891-2565042 2875500  Mobile 9542142224	dc.vpt@gov.in

Section	Name and contact details of Public Grievance Officer/ Responsibility center	Helpline number to lodge grievance	E-mail
2	Dr.K.Satyanarayana Rao Traffic Manager i/c 1 <sup>st</sup> Floor, Ambedkar Bhavan Visakhapatnam Port Trust Port Area Visakhapatnam-530035	0891-2566556 2873703  Mobile 9848017428	tm.ksnr.vpt@gov.in
3	Sri R.Jayachandran F.A & C.A.O. 2 <sup>nd</sup> Floor, Administrative Office Bldg. Visakhapatnam Port Trust Port Area Visakhapatnam-530035	0891-2564588 2873500  Mobile 9666934262	fa.vpt@gov.in
4	Sri Satish Honnakkatte Chief Mechanical Engineer 2 <sup>nd</sup> Floor, Administrative Office Bldg. Visakhapatnam Port Trust Port Area Visakhapatnam-530035	0891-2564787 2873400  Mobile 9912609090	<a href="mailto:cme.shk.vpt@gov.in">cme.shk.vpt@gov.in</a>
5	Sri A.K. Mehera Chief Engineer Visakhapatnam Port Trust 3 <sup>rd</sup> Floor, Administrative Office Bldg. Port Area Visakhapatnam-530035	0891-2565289 2873300  Mobile 9848190797	ce.krcr.vpt@gov.in



<b>Section</b>	<b>Name and contact details of Public Grievance Officer/ Responsibility center</b>	<b>Helpline number to lodge grievance</b>	<b>E-mail</b>
6	Sri T. Venu Gopal Secretary 1 <sup>st</sup> Floor, Administrative Office Bldg. Visakhapatnam Port Trust Port Area Visakhapatnam-530035	0891-2508479 2873800  Mobile 9705182199	Secretary.vizagport@gmail.com

The Citizen/Client seeking redress of grievances is expected to comply with the following:

- The grievance should be addressed to the concerned Public Grievance Officer associated with the service centre
- Separate complaint should be lodged for each of the service standards
- The complaint should be legible and comprehensive and should contain the full name, address and details of contact of the complainant
- The grievance should clearly indicate the serial number, description of service and the service standard

### **Month and Year for the next review of the Charter**

This Citizen's/Client's Charter is slated for revision after two years or earlier if changes are contemplated in case of Public Grievance Officer, contact details, changes in service standards consequent on change in infrastructure etc., as the case may be.