



Dear Master,

It is my privilege to extend a very warm welcome to you and your crew to Port of Visakhapatnam. On behalf of my 4451 co-workers and on my own behalf I express my sincere thanks to you for providing us an opportunity to serve you.

The Port of Visakhapatnam has grown at a dramatic face and excelled in many fronts during the past few years. The Port family has demonstrated an unmatched ability to keep in step with dramatic advances of globalization and new technologies. The endeavour of each member of the Port family is to make our services more efficient and customer focused. This is possible only with our gracious coloration.

I am delighted to share with you the most momentous and historic achievement of the year 2003 when the Port earned the reputation AS THE FIRST AND THE LONE INDIAN MAJOR PORT and one of the very few Ports of South East Asian countries to receive the prestigious ISO 9001, ISO 14001, and OHSAS 18001 certificates.

With a view to maintaining the cleanliness of harbour water, we do provide facility for collection of garbage from vessels and also reception facility to receive waste oils, oily bilge water etc., from ship. If you intend to use this facility, please contract your agents.

In consonance with our policy of transparency to improve our service quality, we have devised a "feed-back form" to elicit your views on the quality of service we provide. May I request you to fill-in the feed-back form and offer your valuable suggestion to enable us to serve you better.

Should you require any help from the Local Police or Port security, you may contract the concerned Officers at the following contacts Nos;

- The Commandant : 2566520 (off) / 2563409 (Res)  
Central Industrial Security Force Mobile 98481-90120
- Harbour Police Station : 2568140

In case of piracy / theft / armed robbery, the following telephone No's may be contracted to nab the culprits.

S.No	Unit	Telephone No's
1.	CISF Control Room Visakhapatnam Port	0891-2568932 / 2873684 / 2873685
2.	Shipping Assistant, Marine Dept. VPT	0891-2563029 / 2562791 / 2875505
3.	Coast Guard District Head Quarters	0891- 2547266 / 2547260

I assure you that requisite assistance will be rendered round the clock and around the year. A number of International / National Subscriber Dialing network booths are available in the Port area. You may kindly contact. C.I.S.F. staff for locating the booths.

Please do not give bribes / gifts since this is a criminal offence. As a rule, all the Port employees/ Officers must carry the photo identity cards. If at all any person insists for a personal favour for providing service, please feel free to inform the name and employee number of the official to our Dy. Conservator Capt. S. Mathur or Traffic Manager, Sri N.Soundararajan at the contract numbers given below:

Capt. S.Mathur	Sri N.Soundararajan
Dy.Conservator/PFSO	Traffic Manager,
Visakhapatnam Port Trust	Visakhapatnam Port Trust,
Visakhapatnam – 530 035.	Visakhapatnam – 530 035.
Phone: Office: 2875502,	Office: 2566556
Residence: 2563716	Residence: 2563794
Mobile: 98481 90796	Mobile: 95422 82288

Before I conclude, it is my pleasure to inform you that apart from being premier port the city of Visakhapatnam is also known for its beautiful land scape and serenity. I am sure you will enjoy your stay in this great city called 'City of Destiny'.

May I request you to make frequent calls to the Port, enjoy the customer friendly services we offer and give us a chance to serve you in a more befitting manner.

Finally permit me to wish you and your crew a 'Bon Voyage' wherever your voyage may take you to. With warm regards,

Yours sincerely,

Signature  
(M.T.KRISHNA BABU)