



# VISAKHAPATNAM PORT AUTHORITY

(MINISTRY OF PORTS, SHIPPING AND WATERWAYS)

## CITIZEN'S/CLIENT'S CHARTER

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## Vision

Visakhapatnam Port Authority is continuously improving towards a smart and sustainable port in the region to provide world-class Services for importers and exporters with global standards.

## Mission

To be a major partner in meeting the logistics requirements of the importers and exporters of the region by maintaining economic and social values

## Service Standards

SECTION	SERVIC ENO.	DESCRIPTION OF SERVICE	STANDARD	INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS
1	1.1	<b>Pilotage service</b>		Pilotage services are provided as per berthing programme
		Berth vessel in inner harbour	To berth vessels up to 12.0 m draft in Inner Harbour within 1 hr. 30 min. of Pilot boarding provided channel clearance is there.	
		Berth vessel at OSTT	To berth vessels at LPG & Off Shore Tanker Terminal (OSTT) within 1 hr. 30 min of Pilot boarding channel clearance is there	
		Berth vessel in outer harbour other than OSTT	To berth vessels in Outer Harbour except LPG & Off Shore Tanker Terminal (OSTT) within 1 hr. of Pilot boarding provided channel clearance is there	
	Berth vessel at SPM	To berth vessels at SPM within 2 hr. of Pilot boarding.		
	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

SECTION	MAIN SERVICE	STANDARD	INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS
1 Contd.	1.4 Issue of license/ permission for vessel's slop reception	30 working days	Documents viz., i) valid license issued by APPCB ii) valid registration certificate-cum-pass book iii) requisition letter from APPCB authorized 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	2 weeks' time subject to receipt of Dock Safety confirmation	<b>License applications can be downloaded from VPA website</b>  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
	2.4(1) Issue of fresh /renewal of license for Ship Chandelling		Ship chandelling License fee of Rs.50, 000/- plus service tax and Rs.5, 000/- towards EMD to issue stevedoring license.

SECTION	MAIN SERVICE	STANDARD	INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS
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=PPOSDB">http://112.133.198.146:888/forms/formsservelet?config=PPOSDB</a> 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	Rail user has to enter the Indent particulars in online RIMS (railway Indent Management System)portal after registering e-Demand in FOIS
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

SECTION	MAIN SERVICE	STANDARD	INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS
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, party's 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 form forwarded by concerned Department to the section. 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

SECTION	MAIN SERVICE	STANDARD	INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS
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	As per the land policy guidelines issued by Ministry of shipping vide letter dt.17.07.2015 land shall be leased through tender-cum-auction methodology through a competitive bidding process over the reserve price which shall be the updated SOR notified by TAMP. Accordingly, VPA is hosting the tenders for allotment of VPA lands for lease, in CPP Portal (etender.gov.in) whenever interested firms requests VPA for allotment of its vacant lands.
	5.2 Water connection/supply	15 days	1.Requisition for water connection with exact requirement2.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
SECTION	MAIN SERVICE	STANDARD	INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS
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
- ✚ Visakhapatnam Port Authority

## Internal 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. T. Srinivas Deputy Conservator Marine Department Visakhapatnam Port Authority Visakhapatnam-530035	0891-2565042 2875500  Mobile 9825232982	dc.vpt@gov.in

Section	Name and contact details of Public Grievance Officer/ Responsibility center	Helpline number to lodge grievance	E-mail
2	Sri. G.R.V. Prasada Rao Traffic Manager 1 <sup>st</sup> Floor, Ambedkar Bhavan Visakhapatnam Port Authority Port Area Visakhapatnam-530035	0891-2566556 2873703  Mobile 9666107773	tm.brsr.vpt@gov.in
3	Sri. D. Ramana Murthy F.A & C.A.O. 2 <sup>nd</sup> Floor, Administrative Office Bldg. Visakhapatnam Port Authority Port Area Visakhapatnam-530035	0891-2564588 2873500  Mobile 9948883279	fa.vpt@gov.in
4	Sri R.N. Hari Krishna Chief Mechanical Engineer 2 <sup>nd</sup> Floor, Administrative Office Bldg. Visakhapatnam Port Authority Port Area Visakhapatnam-530035	0891-2564787 2873400  Mobile 9948298303	<a href="mailto:cme.rnh.vpt@gov.in">cme.rnh.vpt@gov.in</a>
5	Sri R.N. Hari Krishna Chief Mechanical Engineer & Chief Engineer ( Stat) Visakhapatnam Port Authority 3 <sup>rd</sup> Floor, Administrative Office Bldg. Port Area Visakhapatnam-530035	0891-2565289 2873300  Mobile 9948298303	<a href="mailto:cevizaqport@gmail.com">cevizaqport@gmail.com</a>  <a href="mailto:cme.rnh.vpt@gov.in">cme.rnh.vpt@gov.in</a>
6	Sri T. Venu Gopal Secretary 1 <sup>st</sup> Floor, Administrative Office Building. Visakhapatnam Port Authority Port Area Visakhapatnam- 530035	0891-2508479 2873800  Mobile 9705182199	<a href="mailto:gad.tvq.vpt@gov.in">gad.tvq.vpt@gov.in</a>



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 center
- \_ 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

### **CPGRAMS (Centralized public Grievance Redress and Monitoring System)**

- Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG).
- CPGRAMS is the platform based on web technology which primary aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organizations who scrutinize and take action for speedy and favorable redress of these grievances.
- Citizens may lodge the Grievance at <https://pgportal.gov.in/>

<b>Section</b>	<b>Name and contact details of Public Grievance Officer/ Responsibility center under GPGRAMS</b>	<b>Helpline number to lodge grievance</b>	<b>E-mail</b>
1	<b>Sri V. Ajay Teja</b> Room No.314,1 <sup>st</sup> Floor, AOB, Port Area, Visakhapatnam - 530035	Office:0891-2873134  Mobile:70364 70368	gad.vat.vpt@gov.in

### **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.