



VISAKHAPATNAM PORT AUTHORITY
MARINE DEPARTMENT
ISO 9001, 14001, OHSAS45001 & ISPS COMPLIANT PORT

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 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 pace 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 endeavor 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.

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. Please contact your agents to use this facility.

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 contact the concerned Officers at the following contact Nos:

The Commandant CISF : 0891-2566520
Harbour Police Station : 9440796013

In case of piracy / theft / armed robbery, may be contacted to the following telephone numbers to nab the culprits.

S.No	Unit	Telephone No's
1.	CISF Control Room Visakhapatnam Port	0891- 2873684 / 2873685
2.	Shipping Assistant, Marine Dept. VPT	0891-2875505/ Mobile No:8520002621
3.	Coast Guard District Head Quarters	0891- 2953266, 0891-2745806,

I assure you that requisite assistance will be rendered round the clock and around the year.

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 or Traffic Manager, at the contact numbers given below.

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,

CHAIRPERSON