



Citizen's/Client's Charter

For

New Mangalore Port Trust

As on 1-1-2018



Address: New Mangalore Port Trust, Panambur, Mangalore-575010

Web: www.newmangaloreport.gov.in

Date of Issue: 1-3-2018

Next Review: January 2019

VISION

To be a professional provider of Port Infrastructure and services of World Class Standards

MISSION

To become one of the
leading Liquid and Multi-cargo Port in India
by
adopting the State-of-the-Art Technology infrastructure
and
cargo handling system,
complying environmental, social, safety and security
standards

CITIZEN'S CLIENT'S CHARTER OF NEW MANGALORE PORT TRUST FOR 2017-2018

Main Services / Transactions

Sl.No	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile / Land Line	Process	Document Required	Fees		
								Category	Mode	Amount
1	Allotment of berths to vessels	08	TM	trafficmanager@nmpt.gov.in	9845121723	Berth allotment is done online.	Filing of VCN	Cargo Services	Bank transfer	As per prevalent Scale of Rates (SOR)
2	Pilotage	10	DC	dyconservator@nmpt.gov.in	9845121715	As per decision taken in Daily Traffic Report	All statutory certificates & P&I certificates	Vessel Services	Bank transfer	As per prevalent scale of rate (SOR)
3	Cargo handling operations at wharves & oil jetties	10	Sr.DTM	nownith.kumar@nmpt.gov.in	9845214050	Licensed Stevedores appointed by the Importer/ Exporter use cargo handling workers of NMPT for unloading/ loading using ships cranes/shore based cranes.	Payment of cargo related charges and shipping bill for exports & IGM/BE for imports	Cargo Services	Bank transfer	As per prevalent Scale of Rates (SOR)/Land Policy
4	Allotment of Storage Areas inside the wharf on temporary basis	06	TM/Sr.DTM	trafficmanager@nmpt.gov.in/ nownith.kumar@nmpt.gov.in	9845121723 9845214050	Open storage area/ covered storage area shall be allotted to stack the cargo as per the request of the consignee/ stevedore/ Agent.	Request letter	Cargo services	Bank transfer	As per prevalent Scale of Rates (SOR)
5	Availability of cargo handling equipments (Fork Lift Truck & Heavy Duty Reach Stacker	06	E.E(M)	sanjeeva.p@nmpt.gov.in	9481264391	Submission of Indent to A.E(M)/EE(M)III	Requisition form	Cargo services	Bank deposit	As per prevalent Scale of Rate (SOR)

6	Mobile Harbour Crane of 63T capacity with hook and grab for cargo handling	05	EE(M)	sanjeeva.p@nmpt.gov.in	9481264391	Submission of Indent to A.E(M)/EE(M)III	Requisition form	Cargo services	Bank deposit	As per prevalent Scale of Rate (SOR)
7	Allotment of Gangs for Cargo operations	04	ATM Gr.I(R CHW)	cs.palekar@nmpt.gov.in	9900600606	Licensed Stevedores make request to the ATM for Gangs. Gangs allotted from the gang booking section according to priority of Cargo/ships.	Request letter from stevedores	Cargo services	N/A	RCH Levy collected
8	Lease/ License and renewal of existing lease/ Sub-lease	10	S.E(C)II	rajappa.k@nmpt.gov.in	9449089801	As per the prevalent Land Policy Guideline released by the Government of India	Request letter to Estate office	Estate Services	Bank transfer	As per prevalent Scale of Rates (SOR)
9	Prevention of fire occurrence and control in the event of occurrence	04	Fire Officer	bhaskara.uppar@nmpt.gov.in	9845121728	Routine inspection and receipt of emergency call on VHF/Telephone	NA	Ancillary services	NA	As per prevalent Scale of Rates (SOR)
10	Construction of civil structure, roads, jetties, wharves etc.	02	C.E(C)	hn.aswath@nic.in	9845481965	Requisition/ information to be given to the office of the CE	Requisition	Engineering services	NA	Nil
11	Maintenance of civil structure, roads, jetties, wharves etc.	04	C.E(C)	hn.aswath@nic.in	9845481965	Requisition/ information to be given to the office of the CE	Requisition	Engineering services	NA	Nil
12	Construction of Mechanical/Electrical works	02	C.M.E	chiefmechanicalengineer@nmpt.gov.in	9845815808	Requisition/ information to be given to the office of the CME	Requisition	Engineering services	NA	Nil
13	Maintenance of Mechanical/Electrical works	03	C.M.E	chiefmechanicalengineer@nmpt.gov.in	9845815808	Requisition/ information to be given to the office of the CME	Requisition	Engineering services	NA	Nil
14	New water supply connection in area	03	E.E(C-Mtc)I	praveenkumar.kn@nmpt.gov.in	9686556680	Requisition to be given to the office of the EE(C-mtnc)I	Requisition	Utilities	Bank transfer	Based on the actual estimate

	serviced by the Port									
15	Power Supply – New LT /HT service Connection inside Wharf area	03	S.E(E)	aleshappa.mng@nmpt.gov.in	9880079309	As per the Supply code revised from time to time	Requisition to SE(E)	Utilities	Bank transfer	As per MESCOM Tariff
16	Power Supply – New LT /HT service Connection outside Wharf area	03	E.E(E)	mahalingam.v@nmpt.gov.in	7259350567	As per the Supply code revised from time to time	Requisition to EE(E)	Utilities	Bank transfer	As per MESCOM Tariff
17	Electrical Power Supply complaints	04	E.E(E)	mahalingam.v@nmpt.gov.in	2407624 7259350567	Intimating the complaint at the enquiry or respective sub divisional offices	NA	Utilities	NA	Nil
18	Payments to suppliers/contractors	04	FA & CAO	facao@nmpt.gov.in	9845121714	Running/ final bills of contractors/suppliers Payment through Bank Transfer / Cheque	NA	Financial services	NA	Nil
19	Issue of Toll Passes (Monthly/Quarterly/Half yearly/Yearly)	03	D.C. CISF	nmpt-mangalore@cisf.gov.in	9449057798	On recommendation from Traffic Manager passes will be issued on the same day	Request Letter to DTM	Ancillary services	Cash /Bank Transfer / Cheque	/As per prevalent Scale of Rates (SOR)
20	Medical treatment facilities	06	CMO	cmo@nmpt.gov.in	7760878537	Immediate attention for emergency patients (24X7) First Aid immediately)	NA	Medical services	NA	As prescribed by the Board for non Port patients

Citizen's Charter Document for New Mangalore Port Trust

Sl. No	Services/ Transaction	Weight %	Success Indicators	Service Standard	Unit
1	Allotment of berths to vessels	08	Time taken from receipt of VCN through System and accordingly berth allotment is done at 10.30 am	30	Min.
2	Pilotage	10	Average time taken by ship from pilot boarding till berthing	120	Min
3	Cargo handling operations at wharves & oil jetties	10	Average ship berth day output	16000	MT
4	Allotment of storage area inside the wharf on temporary basis	06	Time taken from the receipt of request till allotment	60	Min.
5	Availability of cargo handling equipments (Fork Lift Truck, Light Duty Mobile Crane & Heavy Duty Reach Stacker)	06	Average time taken from the time of receipt of confirmed booking at EE(M) subject to availability of the equipment.	30	Min.
6	Mobile Harbour Crane of 63T capacity with hook and grab for cargo handling	05	Average time taken from the time of receipt of request of requirement subject to availability of equipment till equipment is made available.	120	Min
7	Allotment of Gangs for cargo operations	04	Allotment of gang from the time of starting of shift.	30	Min.
8	Lease/ License and renewal of existing lease/ Sub-lease	10	Average time taken from conclusion of tender proceedings including approval of competent authority till allotment.	07	Days
9	Prevention of fire occurrence and control in the event of occurrence	04	Average time taken from requisition of call to turn out.	2	Min
10	Construction of civil structure, roads, jetties, wharves etc.	02	Average time taken between requisitions received in complete shape and commencement of the work.	180	Days
11	Maintenance of civil structure, roads, jetties, wharves etc.	04	Average time taken between requisitions received in complete shape and attending of the work.	240	Min
12	Construction of Mechanical/Electrical works	02	Average time taken between receipt of requisitions in complete shape and commencement of work.	180	Days

13	Maintenance of Mechanical/Electrical works	03	Average time taken between requisitions received in complete shape and attending of the work.	120	Min
14	New water supply connection	03	Average time taken from the date of receipt of application with all required documents and after compliance of the observations, if any	7	Days
15	Power Supply – New LT /HT service Connection inside Wharf area	03	Average time taken from the date of receipt of application complete in all respects, receipt of security deposit, connection charges etc. as per supply code where no extension of distribution main is required.	7	Days
16	Power Supply – New LT /HT service Connection outside Wharf area	03	Average time taken from the date of receipt of application complete in all respects, receipt of security deposit, connection charges etc. as per supply code and receipt of approval from Chief Electrical Inspectorate, Chennai.	7	Days
17	Electrical Power supply complaints	04	Average time taken for attending normal complaint.	60	Min
18	Payments to suppliers/contractors	04	Average time taken from the date of receipt of bills in Finance dept. to release of payment through e-payment/DD	6	days
19	Issue of Toll Passes (Monthly/Quarterly/Half yearly/Yearly)	03	Average time taken from the receipt of Challan to issue passes	01	Day
20	Medical treatment facilities	06	Average time taken for examination of a patient (First Aid immediately)	12	Min

Grievance Redress Mechanism

Sl.No	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Lt Col Biju Warriar, Secretary(Director of Public Grievance and Grievance Officer, GAD)	0824-2407438	nmptsecretary@gmail.com	9061339528
2	C. Ramani, FA&CAO(G.O. Finance Deptt)	0824-2407353	facao@nmpt.gov.in	9845121714
3	Capt. S.R. Pattanayak, Dy.Conservator(G.O.Marine)	0824-2407419	dyconservator@nmpt.gov.in	9108756060
4	H.N. Aswath, Chief Enginner(Civil)(G.O.Civil Engg)	0824-2407493	hn.aswath@nic.in	9845481965
5	Sathish Honnakatte, Chief Mechl. Engr.(G.O. Mech. Engg)	0824-2408200	chiefmechengineer@gov.in	9845815808
6	Y.R. Belagal, Traffic Manager(G.O. Traffic)	0824-2407440	trafficmanager@nmpt.gov.in	9845121723
7	Dr. Srinivasulu. M, Chief Medical Officer(G.O. Medical)	0824-2407948	cmo@nmpt.gov.in	7760878537

List of Stakeholders/ Clients

1	Steamer Agents Association
2	Lease Holders Association
3	Employees/ Workers
4	Chambers of Commerce
5	Stevedores
6	CFS Operators
7	PPP Operators
8	Contractors and suppliers
9	Central Govt. Offices/ PSUs
10	State Government Offices/ PSUs