



NEW MANGALORE PORT AUTHORITY

Maritime Gateway to Karnataka

(AN ISO 9001:2015, 14001:2015 & ISPS COMPLIANT PORT)

Citizen's / Client's Charter

New Mangalore Port Authority, *the Maritime Gateway to Karnataka* is located strategically along the East West trading route in the Port Town of Mangaluru on the West Coast of India. A traditionally favoured Port of call to traders from the Arabian Gulf, NMPA is today a modern destination for multifarious cargo and cruise passengers alike.

The Port has 16 fully operational berths with adequate cargo handling equipments to handle all forms of liquid cargo, containers, bulk cargo and cruise vessels. Besides, the Port offers adequate warehousing facilities, container yards, tank farms and mechanized cargo handling facilities to its customers. A modern cruise terminal stays ready to welcome the tourist to the splendor and warmth of the Tulu Nadu culture. The Port strives to provide a draught of 14 meters to six berths and a draft varying between 7 to 14 meters in its other berths. A Single Point Mooring located nearly 8.9 Nautical miles from the break water enables the handling of cargo from VLCCs up to 3 lakh DWT.

New Mangalore Port Authority is an ISO 9001:2015, 14001:2015 and ISPS compliant Port with well-established plans and procedures to comply with any challenges to prevent environmental pollution.

NMPA was awarded the Samudri Paryavaran Sanrakshan Trophy by the Directorate General of the Indian Coast Guard for the year 2018 and was also adjudged the winner of the Swachh Survekshan Award for being the cleanest Port in India for the same year.

The Port is ideally situated in the cusp of 5 National Highways-NH 66, NH 73, NH 75, NH 169 and NH275. Multimodal Transportation is further boosted by its access to 3 rail routes of the Southern Railways, South Western and Konkan Railway and can boast of being the closest Indian Sea Port to an International Airport. New Mangalore Port Authority is poised to expand its services to welcome the opportunities, as they sail into the harbor. New Mangalore Port Authority - The Maritime Gateway to Karnataka, a destination for warm hospitality and professional services.

MISSION

We strive to provide state of the art technology and infrastructure, reliable services and competitive port charges in a seamless manner, while surpassing environmental, social, safety and security standards.

VISION

To be the world's most customer centric and environmentally sustainable port that transforms communities through regional and national economic growth.

POLICY & OBJECTIVES

➤ **Quality Policy**

- ❖ We are committed to provide safe and cost effective services related to Seaport facilities at NMPA, meeting applicable Statutory and Regulatory requirements.
- ❖ We shall strive for protection of Environment, Service excellence and enhancement of Customer satisfaction through the use of an effective Quality Management System and Continual improvement of all our processes.

➤ **Vision**

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

SERVICES PROVIDED

- Pilotage
- Berthing(Wharf)
- Floating crafts
- Cargo handling equipment
- Cargo handling labour
- Storage(closed/open/tankage)
- Container stack yard
- Electric Power points
- Water supply
- Bunkering
- Garbage collection
- Waste Oil collection
- Cruise lounge
- Weigh Bridge



CITIZEN'S / CLIENT'S CHARTER OF NEW MANGALORE PORT AUTHORITY FOR 2022-2023

Main Services / Transactions

Sl. No	Services / Transaction	Weightage %	Officer- in - charge	Email	Mobile / Land Line	Process	Document Required	Fees		
								Category	Mode	Amount
1	Allotment of berths to vessels	08	Shri Satish Kumar, Sr. DTM & TM (i/c)	trafficmanager@nmpt.gov.in	6366209777	Berth allotment is done online.	Filing of VCN	Cargo Services	Bank transfer	As per prevalent Scale of Rates (SOR)
2	Pilotage	10	Capt. S.R. Pattanayak, Dy. Conservator	dyconservator@nmpt.gov.in	9108756060	As per decision taken in Daily berthing bulletin.	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	Shri Satish Kumar, Sr.DTM. Shri R. Gokul DTM	satish.kumar@nmpt.gov.in gokul@nmpt.gov.in	6366209777 8420365850	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 and 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	Shri Satish Kumar, TM (i/c) Shri R. Gokul DTM	trafficmanager@nmpt.gov.in / satish.kumar@nmpt.gov.in gokul@nmpt.gov.in	6366209777 8420365850	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, Empty Container	06	Shri Sringeswara N.S., SE(M)	sringeswara.ns@nmpt.gov.in	9480600055	Submission of Requisition to AEE (M) / AE (M), Mobile Crane Sub Division.	Requisition form	Cargo services	Bank deposit	As per prevalent Scale of Rate (SOR)

	Handler & Heavy Duty Reach Stacker									
6	Mobile Harbour Crane of 63T capacity with hook and grab for cargo handling	05	Shri Sringeswara N.S., SE(M)	sringeswara.ns@nmpt.gov.in	9480600055	Submission of Requisition to AEE (M)/ AE (M), Mobile Crane Sub Division.	Requisition form	Cargo services	Bank deposit	As per prevalent Scale of Rate (SOR)
7	Allotment of Gangs for Cargo operations	04	Shri Pramod Kumar Dash, DTM (O/R) Shri Krishna Prasad, ATM (LDO)	pramod.dash@nmpt.gov.in krishnaprasad.us@nmpt.gov.in	9438913398 9449615940	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	Shri Praveen Kumar, E.E(C)II	praveenkumar.kn@nmpt.gov.in	9686556680	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	Shri Somayya Naik K, Fire Officer	Somayyanaik.k@nmpt.gov.in	9845121728/ 9844612815	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	Shri A. V. Harinath, C.E(C) i/c	chiefengineer@nmpt.gov.in / harinath.av@nmpt.gov.in	7892879642	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	Shri A. V. Harinath, C.E(C) i/c	chiefengineer@nmpt.gov.in / harinath.av@nmpt.gov.in	7892879642	Requisition/ information to be given to the office of the CE	Requisition	Engineering services	NA	Nil

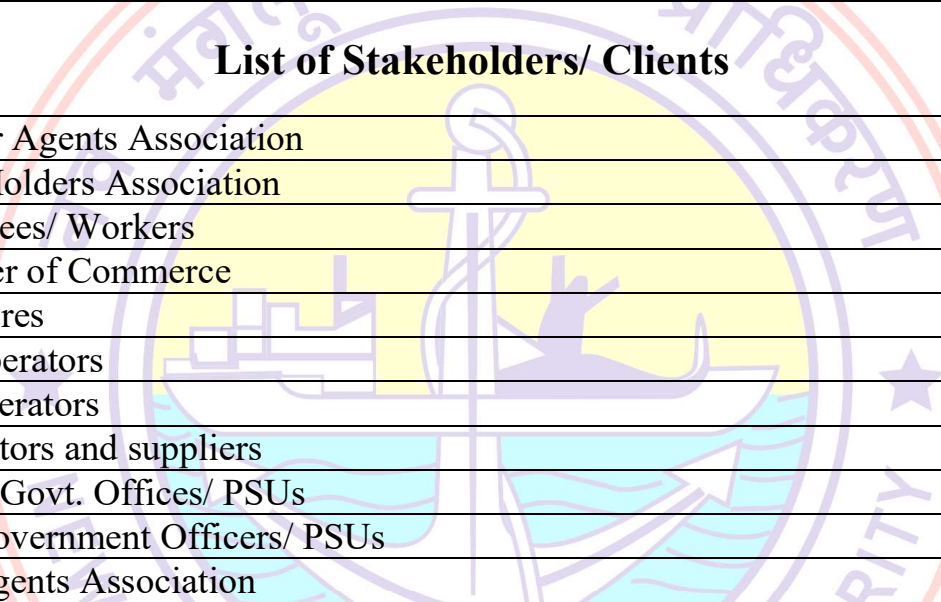
12	Construction of Mechanical/Electrical works	02	Shri K Ramesh CME i/c	chiefmechengineer@nmpt.gov.in / ishwaraprasad.ms@nmpt.gov.in	9446464050	Requisition/ information to be given to the office of the CME	Requisition	Engineering services	NA	Nil
13	Maintenance of Mechanical/Electrical works	03	Shri K Ramesh CME i/c	chiefmechengineer@nmpt.gov.in / ishwaraprasad.ms@nmpt.gov.in	9446464050	Requisition/ information to be given to the office of the CME	Requisition	Engineering services	NA	Nil
14	New water supply connection in area serviced by the Port	03	Shri S. Yogindra, E.E (C-Mtc.)I	yogindra.s@nmpt.gov.in	9448254223	Requisition to be given to the office of the EE(C) – maintenance I	Requisition	Utilities	Bank transfer	Based on the actual estimate
15	Power Supply – New LT /HT service Connection inside Wharf area	03	Shri Ishwar Prasad, S.E(E)	ishwaraprasad.ms@nmpt.gov.in	8762704922	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	Shri V. Mahalingam, E.E(E)II	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	Shri V. Mahalingam, E.E(E)	mahalingam.v@nmpt.gov.in	0824240762/ 7259350567	Intimating the complaint at the enquiry or respective sub divisional offices	NA	Utilities	NA	Nil
18	Payments to suppliers/contractors	04	Sri Vinayaka Rao B.S, FA & CAO	facao@nmpt.gov.in	9845121714	Running/ final bills of contractors/suppliers Payment through Bank Transfer only	GST Invoice, approval notes	Financial services	Bank Transfer	As per bill
19	Issue of Toll Passes (Monthly/Quarter	03	Capt. S.R. Pattanayak, Dy. Conservator	dyconservator@nmpt.gov.in	9108756060	On recommendation from Dy. Conservator passes will be issued on the same day	Request Letter to DC	Ancillary services	Cash / Bank Transfer	As per prevalent Scale of Rates (SOR)

	ly/Half yearly/Yearly)								/ Cheque	
20	Medical treatment facilities	06	Dr. G B Raghavendra Swamy, CMO (i/c)	rswamy.gb@nmpt.gov.in	8722095950	Immediate attention for emergency patients ([24X7] First Aid immediately)	NA	Medical services	NA	As prescribed by the Board for non-Port patients

Service 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, Empty Container Handler & Heavy Duty Reach Stacker)	06	Average time taken from the time of receipt of confirmed booking at AEE (M) / AE (M), Mobile Crane Sub Division 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 at AEE (M) / AE (M), Mobile Crane Sub Division 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.	5	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	Shri Krishna Bapi R G, Secretary (i/c), Sr. Dy. Secretary (Director of Public Grievance and Grievance Officer, General Administration Department)	0824-2407438	secretary@nmpt.gov.in	+91 666680708
2.	Shri Vinayaka Rao, Financial Advisor & Chief Accounts Officer (Grievance Officer, Finance Department)	0824-2407353	facao@nmpt.gov.in	+91 9845121714
3.	Capt. S.R. Pattanayak, Dy. Conservator (Grievance Officer, Marine Department)	0824-2407419	dyconservator@nmpt.gov.in	+91 9108756060
4.	Shri A V Harinath, Chief Engineer Civil (i/c), Dy. Chief Eng.(C), (Grievance Officer, Civil Eng. Department)	0824-2407493	chiefengineer@nmpt.gov.in	+91 7892879642
5.	Shri K Ramesh, Chief Mechanical Eng. (i/c), Dy. Chief Mech. Eng. (Grievance Officer, Mech. Engg. Department)	0824-2408200	chiefmechengineer@nmpt.gov.in	+91 9446464050
6.	Shri Satish Kumar, Traffic Manager (i/c), Sr. Dy. Traffic Manager (Grievance Officer, Traffic Department)	0824-2407440	trafficmanager@nmpt.gov.in	+91 6366209777
7.	Dr. G B Raghavendra Swamy, Chief Medical Officer (i/c), Dy. Chief Medical Officer (Grievance Officer, Medical Department)	0824-2407498 / 2407353	cmo@nmpt.gov.in /	+91 8722095950



List of Stakeholders/ Clients

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