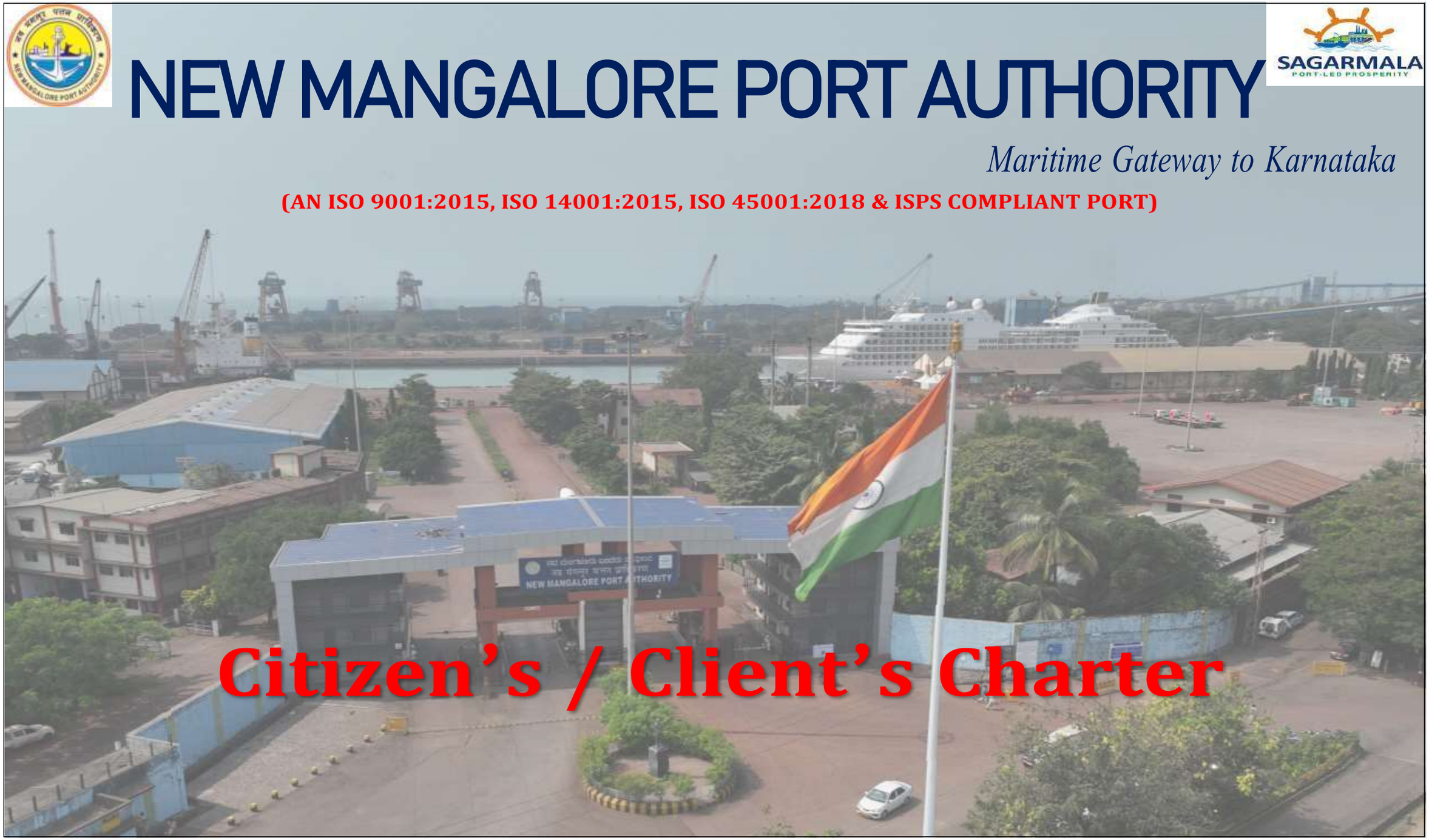
NEW MANGALORE PORT AUTHORITY

Maritime Gateway to Karnataka

(AN ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 & 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 Tulunadu culture. The Port strives to provide a draught of 14meters 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, ISO 14001:2015, ISO 45001:2018 & ISPS compliant Port with well-established plans and procedures to comply with any challenges to prevent environmental pollution.

NMPA is awarded with "Greentech Award" for 07 consecutive times, "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" twice 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 NH 275. 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 2026-2027

Main Services / Transactions

Sl. No	Services / Transaction	Weightage %	Officer- in - charge	Email	Contact Number	Process	Document Required	Fees		
								Category	Mode	Amount
1	Allotment of berths to vessels	10	Shri K. Rajendra Kumar, Traffic Manager	trafficmanager@nmpt.gov.in	0824-2407440	Berth allotment is done online.	Filing of VCN	Cargo Services	Bank transfer	As per prevalent Scale of Rates (SOR)
2	Pilotage	10	Shri Capt. Manoj Joshi	dyconservator@nmpt.gov.in	0824-2407419	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 K. Rajendra Kumar, Traffic Manager Shir S K Ravikiran DTM	trafficmanager@nmpt.gov.in	0824-2407440	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	08	Shri K. Rajendra Kumar, Traffic Manager Shir S K Ravikiran DTM	trafficmanager@nmpt.gov.in	0824-2407440	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	Mobile Harbour Crane of 63T capacity with hook and grab for cargo handling	05	Shri Chandrashekar V.N, EE(M)	chandrashekar.vn@nmpt.gov.in	0824-2887710	Submission of Requisition toAEE (M)/ AE (M), Mobile Crane Sub Division.	Requisition form	Cargo services	Bank deposit	As per prevalent Scaleof Rate (SOR)
6	Lease/ Licenseand renewal ofexisting lease/ Sub-lease	10	Shri Prahalathan, AEM Gr.I, Shri. Yogindra S,SE (C-II), Shri V Raveendra Reddy, C.E (Civil)	prahalathan.m@nmpt.gov.in/ yogindra.s@nmpt.gov.in / chiefengineer@nmpt.gov.in	0824-2887310	As per the prevalent Land Policy Guideline released by the Government of India	Request letterto Estate office	Estate Services	Bank transfer	As per prevalent Scaleof Rates (SOR)

7	Prevention of fire occurrence and control in the event of occurrence	04	Shri Somayya Naik K, Fire Officer	Somayyanaik.k @nmpt.gov.in	0824-2407488	Routine inspection and receipt of emergency call on VHF/Telephone	NA	Ancillary services	NA	As per prevalent Scale of Rates (SOR)
8	Construction of civil structure, roads, jetties, wharves etc.	02	Shri V Raveendra Reddy, C.E (Civil)	chiefengineer@nmpt.gov.in	0824-2407493	Requisition/ information to be given to the office of the CE	Requisition	Engineering services	NA	Nil
9	Maintenance of civil structure, roads, jetties, wharves etc.	04	Shri V Raveendra Reddy , C.E (Civil))	chiefengineer@nmpt.gov.in	0824-2407493	Requisition/ information to be given to the office of the CE	Requisition	Engineering services	NA	Nil
10	Construction of Mechanical/ Electrical works	02	Shri Deepak Rath CME	chiefmechengineer@nmpt.gov.in / ishwaraprasad.ms@nmpt.gov.in	0824-2408200	Requisition/ information to be given to the office of the CME	Requisition	Engineering services	NA	Nil
11	Maintenance of Mechanical/Electrical works	03	Shri Deepak Rath, CME	chiefmechengineer@nmpt.gov.in ishwaraprasad.ms@nmpt.gov.in	0824-2408200	Requisition/ information to be given to the office of the CME	Requisition	Engineering services	NA	Nil
12	New water supply connection in areaserviced by the Port	03	Shri Shashikanth P Kodi, EE (Mtc.I), Shri. Shashidhar Koppad , SE(C-/ Dy.C.E(i/c) Shri V Raveendra Reddy, C.E (Civil)	shashikanth.pkodi@nmpt.gov.in shashidhar.koppad@nmpt.gov.in chiefengineer@nmpt.gov.in	0824-2407493	Requisition to be given to theoffice of the EE(C) – maintenance I	Requisition	Utilities	Bank transfer	Based on the actual estimate

13	Electrical Power Supply complaints	04	Shri S.B. Diggavi, E.E(E)	diggavi.b@ nmpt.gov.in	0824-2887746	Intimating the complaint at the enquiry or respective sub divisional offices	NA	Utilities	NA	Nil
14	Payments to suppliers/ contractors	04	Shri R. Veera Raghavan, FA & CAO	facao@nmpt.gov .in	0824-2407353	Running/ final bills of contractors/suppliers Payment through Bank Transfer only	GST Invoice, approval notes	Financial services	Bank Transfe r	As per bill
15	Issue of Toll Passes (Monthly/Quarter ly/Half yearly/Yearly)	03	Shri Capt. Manoj Joshi, DC	dyconservator@ nmpt.gov.in	0824-2407419	On recommendation from Dy. Conservator passes will be issued on the same day	Request Letter to DC	Ancillary services	Cash / Bank Transfer / Cheque	As per prevalent Scaleof Rates (SOR)
16	Medical treatment facilities	06	Dr. Surekha NHoskeri, CMO	cmo@nmpt.gov. in	0824-2407948	Immediate attention for emergency patients ([24X7] First Aid immediately)	NA	Medical services	NA	As prescribedby the Board for non-Port patients

Service Charter Document for New Mangalore Port Authority

Sl. No	Services/ Transaction	Weight %	Success Indicators	Service Standard	Unit
1	Allotment of berths to vessels	10	Time taken from receipt of VCN through System and accordingly berth allotmentis done at 10.30 am	30	Min.
2	Pilotage	10	The time taken by ship from pilot boarding till berthing and it varies from berth to berth and also depends on weather, engine performance, traffic conditions etc.	**Berth Location** — **Time** Berth No.10& 11 — 3.7 Hrs Berths 12 &13 — 2.6 Hrs. All other berths — 2.0 Hrs	Hrs
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	08	Time taken from the receipt of request till allotment	60	Min.
5	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 tillequipment is made available.	120	Min
6	Allotment of Gangs for cargo operations	04	Allotment of gang from the time of starting of shift.	30	Min.
7	Lease/ License and renewal of existing lease/ Sub-lease	10	Average time taken from conclusion of tender proceedings including approval ofcompetent authority till allotment.	07	Days
8	Prevention of fire occurrence and controlin the event of occurrence	04	Average time taken from requisition of call to turn out.	2	Min
9	Construction of civil structure, roads, jetties, wharves etc.	02	Depending upon type of construction- Average time taken between requisitionsreceived in complete shape and commencement of the work.	180 to 365	Days
10	Maintenance of civil structure, roads, jetties, wharves etc.	04	Depend upon type of work - Average time taken between requisitions received incomplete shape and attending of the work.	12 to 24	Hrs.
11	Construction of Mechanical/Electrical works	02	Average time taken between receipt of requisitions in complete shape andcommencement of work.	180	Days
12	Maintenance of Mechanical/Electrical works	03	Average time taken between requisitions received in complete shape and attendingof the work.	120	Min
13	New water supply connection	03	Average time taken from the date of receipt of application with all requireddocuments and after compliance of the observations, if any	7	Days
14	Electrical Power Supply complaints	04	Average time taken for attending normal complaint.	60	Min

15	Payments to suppliers/contractors	04	Average time taken from the date of receipt of bills in Finance dept. to release ofpayment through e-payment.	5	Days
16	Issue of Toll Passes (Monthly/Quarterly/Half yearly/Yearly)	03	Average time taken from the receipt of Challan to issue passes	01	Day
17	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**
1	Shri Jijo Thomas, Secretary (Director of Public Grievance and Grievance Officer, General Administration Department)	0824-2407438	secretary@nmpt.gov.in
2.	Shri R. Veera Raghavan, Financial Advisor & Chief AccountsOfficer (Grievance Officer, Finance Department)	0824-2407353	facao@nmpt.gov.in
3.	Capt. Manoj Joshi Dy. Conservator (Grievance Officer, Marine Department)	0824-2407419	dyconservator@nmpt.gov.in
4.	Shri V Raveendra Reddy, Chief Engineer Civil, (Grievance Officer, Civil Eng. Department)	0824-2407493	chiefengineer@nmpt.gov.in
5.	Shri Deepak Rath, Chief Mechanical Engineer, (Grievance Officer, Mech. Engg. Department)	0824-2408200	chiefmechengineer@nmpt.gov.in
6.	Shri K. Rajendra Kumar, Traffic Manager (Grievance Officer,Traffic Department)	0824-2407440	trafficmanager@nmpt.gov.in
7.	Dr. Surekha N Hoskeri, CMO, Chief Medical Officer (Grievance Officer, Medical Department)	0824-2407948 / 2887527	cmo@nmpt.gov.in

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

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