

MUMBAI PORT AUTHORITY

मुंबई पत्तन प्राधिकरण



CITIZEN'S CHARTER

All stakeholders and public at large are invited to make suggestions to improve this Charter. They may send the suggestions by e-mail to secretary@mumbaiport.gov.in. The suggestions will be duly considered at the time of next review in March 2025.

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CITIZEN'S CHARTER DOCUMENT FOR MUMBAI PORT AUTHORITY

1. MUMBAI PORT AUTHORITY PROFILE:

1.1 Mumbai Port is the second oldest Major Port, after Kolkata, with the administration and management of the Port being brought under a Board with representatives from various port users, port labour and concerned Government agencies from 1873. After enactment of the Major Port Authorities Act, 2021, name of the Mumbai Port Trust is now changed to “**Mumbai Port Authority**” w.e.f. 31.1.2022.

1.2 Originally a general cargo port, today Mumbai Port is a multipurpose port, handling all types of cargo: break bulk, dry bulk, liquid bulk cargo and containers. Traditionally, the Port provides all services and undertakes all activities inhouse. Thus, the Port provides services/facilities from pilotage to berthing, storage to delivery of cargo and ancillary services of running Container Freight Stations, Port Railways as also maintenance of crafts, equipments and buildings.

2. PHYSICAL INFRASTRUCTURE

2.1 To handle different types of cargoes, as on today, the Port has 33 berths as under:

General Cargo	-	23
POL	-	5
Liquid chemicals	-	3
OCT berths	-	2

2.2 The Port has various crafts, cranes and other equipments and covered storage accommodation of approximately 2.37 lakh sq.mtrs. and open storage spaces of approximately 7.39 lakh sq.mtrs. The General cargo traffic is mainly handled in Indira Dock constructed in 1914, which has draft of 9.1 metres. It also has a lock entrance system which makes berthing of the vessels possible round-the-clock, irrespective of the tides, but at the same time poses restrictions on the size of vessels that can be handled in the dock.

2.3 Mumbai Port has one Container Freight Station, viz., MOD, having a capacity of 2118 TEUs which is used for stuffing and destuffing of containers and it is connected with a dedicated road.

2.4 There is a Marine Oil Terminal with 5 berths for handling Petroleum Oil Lubricants (POL) at Jawahar Dweep, an island off Mumbai Port. The berths are connected to the refineries on shore at Mahul through submarine pipelines, thereby enabling direct transfer of crude oil and finished products to and fro the refineries.

2.5 There are 3 berths at Pir Pau handling chemical, lubricants, petroleum products and LPG.

2.6 The Port has its own railway system over a distance of 10 km. with 54 km. of track length between the Docks and Wadala, the inter change point with the trunk Railways. The railway system has been upgraded by re-laying track length. The Port has Rail Container Depot for movement of containers to and from various ICDs.

2.7 The Ballard Pier Extension with terminal building is the berth for passenger cruise liners. This traffic being seasonal and limited, the berth is at other time used for cargo vessels.

2.8 There are also some open wharves called bunders. The Port has two fish jetties at Sassoon Dock and Ferry Wharf for handling of fish traffic.

2.9 There are two linear berths of total berth length of 700 Mtr. at Offshore Container Terminal (OCT). As an interim measure, Opeator has been permitted to handle RoRo automobile vessels and Iron/ Steel Cargo vessel.

3. **VISION**

- To ensure vibrant, efficient and safe port operations and shipping services.
- To promote development of the Port of Mumbai to attain global standards.

4. **MISSION**

- To enhance capacity of Mumbai Port to cater to EXIM trade.
- To improve efficiency of Mumbai Port for the benefit of the port users.
- To ensure safety of port operations and navigation in Mumbai Port waters and cargo.

5. POLICY

The Mumbai Port Authority is committed to -

- Strive for excellence in port operations by improving infrastructure facilities;
- Improve service processes and quality systems continually;
- Establish quality objectives for improvement in operations;
- Observe safety norms;

through teamwork, total employee involvement, training and effective review system for continued sustainability.

Our aim is total customer satisfaction and continued happiness of all stakeholders

6. **OBJECTIVE**

- To be the most preferred port for the trade and industry located in and around the Mumbai Metropolitan Region and Western & Central Maharashtra;
- Continuous monitoring and reducing of operating expenditure;
- Providing efficient and cost effective services to the clients;
- Providing customer-friendly service towards complete customer satisfaction;
- Improving infrastructural facilities, including private sector participation.

7. EFFICIENCY PARAMETERS

- To handle 70 million tonnes of cargo during 2024-25
- The operating expenditure, per tonne of cargo handled, achieved during 2023-24 is **₹.163.61** as against estimated **₹.174.30** during 2023-24. The decrease in cost per tonne handled is mainly due to increase in the number of retirements and reduced overtime, decrease in water charges. The operating expenditure, per tonne of cargo handled is targeted at Rs.155.43 for FY 2024-25.
- To earn lease rent of Rs.443.23 crores during 2024-25.
- Objectives targeted to be achieved during 2024-25
 - To maintain average ship day output for Break Bulk cargo (except Project Cargo) to 3800 tonnes. (3798 tonnes achieved during 2023-24)
 - To maintain average idle time on port account of all vessels to 4.04% (actuals of 2023-24).
 - To ensure 75% availability of 2 out of 4 Harbour tugs and 4 out of 6 Dock tugs every month at Indira Dock for operations, during 2024-25
 - Ensure 95% trains received are worked out (turn around time) in 22 hours except during exigencies which are beyond control such as act of god , act of war, act of public enemies, strikes, riots and derailments.
 - Impart training to 30% employees who are below 55 years of age as on 1.4.2024 with annual target of 445 employees approx.
 - Rendering stevedoring bills within 6 working days of sailing of vessels
 - Render vessel related bills for midstream discharge, within 7 working days of sailing of vessels.
 - Audit clearance of 100% of ad-hoc/estimated bills within 5 working days, measured bills within 10 working days and final bills within 20 working days from the date of receipt of bills complete in all respect in Finance Department.

- Advice to Bank for payment of bills through ECS and RTGS will be issued within 3 and 2 working days respectively from the date of receipt of voucher complete in all respect in Cash Office of Finance Department.
- To attend 100% cargo handling related civil maintenance works (minor nature) within 08 (Eight) working days after receipt of requisition provided the item is executable under the ongoing contract.
- To maintain average ship day throughput for Liquid cargo to 20600 tonnes.(20521 tones achieved during 2023-24)

8. SERVICES PROVIDED

The Mumbai Port is committed to provide all services to EXIM trade at competitive rates, maintaining total transparency in its operations. Services provided by the various departments of Mumbai Port Authority are as under:

Traffic Department

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	Allotment of berthing time and date to berthing vessels	Normally, one day before expected time of arrival/ same day subject to seniority/ availability of berths and on advance payment of requisite charges. However, the berth is allotted immediately on arrival on same day as soon as vessel agent declares its vessel readiness in all respect of berthing.	Sr. Dy. Traffic Manager, Operation & Docks	66565480
2.	Delivery of cargo- (a) Delivery of cargo from Docks and (b) Delivery of cargo from CFS/ Bunders	Within one day on completion of due formalities	Dy. Traffic Manager, Operations, Docks & Cargo Accountal S. Sankaran ATM, MOD & OA	66565490 9870960106
3.	Various cargo operation related permissions	Within one day after receipt of request from Port User alongwith supporting documents on payment of charges	Sr. Asstt. Traffic Manager, Indira Dock (Saturday/ Sunday/ Holiday – permission granted on Duty officer	66565491 66565486 66565471
4.	Replies to letters received from MPs/MLA/ Minister/ Leader of Opposition etc.	7 days	Sr. Asstt. Traffic Manager (H.O)	66564411 66564423

Railway Division

Sl. No.	Services	Timeline	Officer responsible for delivery of services	Contact Details of the officer
1.	Placement/withdrawal of full rake with the help of hired locomotive.	Immediate	Station In-Charge, Wadala Depot	022-66564160
2.	Timely clearance of loaded stock from MbPA Railway Yard by arranging light engines.	Immediate (subject to availability with Zonal Railway)	Station In-Charge, Wadala Depot	022-66564160
3.	Issuance of Railway Receipts to the consignors for onward submission to the destination station for taking delivery.	Immediate (subject to connectivity)	Goods Clerk (I/c), Grain Depot	022-66564160
4.	Timely billing and realization of Port Charges.	Immediate (after submission/ preparation of RRs)	Goods Clerk (I/c), Grain Depot	022-66564160
5.	Re-railment of empty/loaded stock with the help of Zonal Railway or own means.	Immediate (subject to availability of the ART services from Zonal Railway)	Station In-Charge, Wadala Depot	022-66564160

Civil Engineering Department:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	All types of repairs (minor nature) to civil structures inside the docks and Complaints about water supply (minor nature) inside the docks.	8 working days 24 hours	Shri S.R. Balakrishnan, Supdt. Engineer, Shri D.K. Jain, Ex. Engineer	9821584492 sr.balakrishnan@mumbaiport.gov.in 9892455526 dk.jain@mumbaiport.gov.in
2.	All types of repairs (minor nature) to civil structures at civil structure at Pir- Pau & JD including marine structures and	8 working days 24 hours	Shri Ajay Uthra, Dy.Chief Engineer Shri R.N. Kawale,	9869477175 a.uthra@mumbaiport.gov.in 9869433403

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
	Complaints about water supply (minor nature) Water supply at Pir-Pau & JD.		Asstt.Ex. Engineer, Pir-Pau	rn.kawale@mumbaiport.gov.in
3.	Salvage Section To attend salvage works as per the requisition from user department.	2 days from the date of requisition (subject to availability of area).	Shri Santanu Manna Supdt. Engineer, MSRC	9833394948 sb.manna@mumbaiport.gov.in
4.	All types of repairs (minor nature) to yards	8 working days	Shri R.K.Gupta Dy. Chief Engineer,	9833228149 rk.gupta@mumbaiport.gov.in
a)	Restoration of railway tracks in the event of minor derailment (single wagon or engine alone)	33 hours from time of derailment of derailed rolling stock by CME/ Central Railway/ Western Railway as the case may be.	Shri S.J.Sawant Ex. Engineer	9969184650 sj.sawant@mumbaiport.gov.in
b)	Restoration of railway tracks in the event of major derailment (more than one wagon)	33 hours from time of derailment of derailed rolling stock by CME/ Central Railway/ Western Railway as the case may be.	Shri S.J.Sawant Ex. Engineer	9969184650 sj.sawant@mumbaiport.gov.in
c)	All types of repairs (minor nature) to the roads	8 working days	Shri P.M.H. Barge, Asstt.Ex. Engineer Shri S.J. Sawant, Ex. Engineer	9869459376 pmh.barge@mumbaiport.gov.in 9969184650 sj.sawant@mumbaiport.gov.in
5.	All types of repairs (minor nature) to civil structures outside the docks and a) GWSD b) GWND	8 working days 8 working days 24 hours	Shri S.R. Balakrishnan, Dy. Chief Engineer Shri Ajay Uthra Dy. Chief Engineer, GWND	9821584492 sr.balakrishnan@mumbaiport.gov.in 9869477175

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
	Complaints about water supply (minor nature) water supply, outside the docks		Shri D.K. Jain, Ex. Engineer Water Supply	a.uthra@mumbaiport.gov.in 9892455526 dk.jain@mumbaiport.gov.in
6.	All types of issues related to office correspondence, billing.	8 working days	Shri Ajay Uthra Dy.Chief Engineer, ND Shri R.K.Gupta Dy.Chief Engineer, RRW Shri A.W.Kardhekar Dy.Chief Engineer, MICT Shri A.M. Sonkusle Dy.Chief Engineer, Project	9869477175 a.uthra@mumbaiport.gov.in 9833228149 rk.gupta@mumbaiport.gov.in 9869466063 aw.kardhekar@mumbaiport.gov.in 9224181615 am.sonkusle@mumbaiport.gov.in
7.	Replies to letters received from MPs/ MLAs/ Minister/ Leader of Opposition etc. (in coordination with the Dy. Chief Engineer concerned with the matter)	7 working days	Shri K.L. Sache, Dy.Estate Manager Shri R.K. Darade Executive Engineer,	9869415896 kl.sache@mumbaiport.gov.in 9820745210 rk.darade@mumbaiport.gov.in

Mechanical & Electrical Engineering Department

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel No./Mobile No.
1.	Oil Pipe Line lining up for POL Import / Export	MOT JD- 35 minutes OPL PirPau- 25 minutes OPL Wadala- 35 minutes	Shri A.K.Maiti Dy.Chief Mechanical Engineer	6656 6501/ 9434031336
2.	Electricity supply on temporary basis after submission of necessary documents and payment of deposit.	One day	Shri U.B. Subhedar, Superintending Engineer Shri Bhattacharya PTC India Ltd. (Service has been outsourced to PTC India Ltd.)	66566630/ 9323850413 880233660

Materials Management Division

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1.	Preparing of GRAs of accepted goods of various sections and Processing of Bills (Tax invoices)	30 days	Asstt. Materials Manager	6656 6740/ 7303119445
			Asst Executive Engineer	66566710/ 9833476185
			Dy. Materials Manager	6656 6706/ 9819570754
2.	Disposal and delivery of old assets / scrap	90 days from date of delivery order	Asstt. Materials Manager	6656 6705 7977935981

Marine Department

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1	Safe Pilotage of vessels in and out of the Port.	--	Dock Master, Control Station	6656 5035 9892955605
2	Allotment of berths to POL vessels.	--	Dock Master (I/C), Jawahar Dweep	6656 5873 9820282615

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
3	Timely Berthing/ un-berthing (sailing) of vessels.	--	Sr. Dock Master, Indira Dock Dock Master, Control Station Dock Master (I/C), Jawahar Dweep	6656 5040 9820193912 6656 5035 9892955605 6656 5873 9820282615
4	Monitoring of air and water quality.	--	Harbour Master & Director, Pollution Control Cell	6656 4022 9820030205
5	Control of oil spillage and marine pollution.	--	Harbour Master & Director, Pollution Control Cell	6656 4022 9820030205
6	Prevention of fire and control in the event of occurrence.	--	Port Safety & Fire Officer	6656 6260 9820028881
7	Security compliance as per ISPS code.	--	Port Facility & Security Officer	6656 4212 9833393070
8	Passenger Boat Licence	7 working days	Port Facility & Security Officer	6656 4212 9833393070
9	Harbour Craft Licence	7 working days	Port Facility & Security Officer	6656 4212 9833393070
10	Pass Pilot Permission Special Pass Pilot permission	7 working days	Harbour Master Deputy Conservator	6656 4022 9820030205 6656 4022 9820030205
11	Permission to supply fresh water to ship in Mumbai Harbour through water barge	7 working days	Harbour Master	6656 4022 9820030205
12	Permission to carry out under water CCTV inspection /	7 working days	Harbour Master	6656 4022 9820030205
13	Permission for family to get-together and boat cruising in Mumbai Harbour	7 working days	Asstt.Comm.(Port) Deputy Conservator (I/c)	6656 4212 9833393070 6656 4021 9820282613
14	Swimming permission	7 working days	Asstt.Comm.(Port)	6656 4212 9833393070
15	Permission for Stream / JD and PP	Same working day	Asstt.Comm.(Port)	6656 4212 9833393070

Finance Department

SR. No.	Services	Timelines	Officer responsible for delivery of services	Contact details of the officer
1	OSC Branch			
	Audit clearance of vessel related bills	within two working days from the date of receipt of bills complete in all respect in Finance Department.	Accounts Officer Gr.I	9167939021
	Release of refunds of vessel related charges	within three working days from the date of receipt of refund recommendation complete in all respect in Finance Department.		
2.	Revenue Audit			
	Pre-audit of Import Chappa	on the same day from the date of receipt of Import-Chappa complete in all respect from Traffic Department.	Accounts Officer Gr.I	9167939021
	Pre-audit of Export Chappa	within a working day from the date of receipt of Export Chappa complete in all respect in Finance Department.		
3.	Tender Section			
	1.Audit clearance of a) ad-hoc/ estimated bills b) measured bills and c) final bills	a) within five working days b) within ten working days c) within 20 working days from the date of receipt of bills complete in all respect in Finance Department.	Accounts Officer Gr. I	9923641878

4.	Cash Office			
	Advice to bank for payment of bills through RTGS	within three and two working days respectively from the date of receipt of voucher complete in all respect in Cash Office of Finance Department.	Sr.Accounts Officer	7021520785

General Administration Department:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1.	(a) Processing of bills of Port Hired Vehicles (small) (b) Processing of bills of hired buses	30 days	Chief Public Relations Officer	6656 4049 6656 4028
2.	Permission for film/documentary shooting in Port areas	4 days	Chief Public Relations Officer	6656 4049 6656 4028
3.	Replies to letters received from MPs/MLAs/Minister/Leader of Opposition etc.	7 days	Sr. Dy. Secretary	6656 4047

Welfare Division:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel.No./ Mobile No.
1.	Catering services through Departmental canteen and canteen operated by external agency at Jawardweep (JD)	Daily except Dock Holidays	Catering Officer	66564297 66565069(CK) 9819197071

Medical Department:

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1	OPD Patient Service	9.00 a.m. to 2.00 p.m. (Monday to Friday). 9.00 to 1.00 pm on Saturday.	Sr.Dy.CMO (Surgery)	9969742374
2	Inpatient Service	24 hours	Sr.Dy.CMO (Obst.& Gynec)	66567766 9821630804
3	Ambulance	24 hours	Sr.Dy.CMO (Surgery)	9969742374
4	Diet Service for Indoor patients	Morning Tea 6.30 a.m Breakfast 8.30 a.m. Lunch 12.00 Noon Afternoon Tea 4.00 p.m. Dinner 7.15 p.m. Bed Time Milk 9.00 p.m.	DCCO	66567831 9820488770
5	Honorary & Specialist Service 1. Nephrologist 2. Urologist 3. Dental Surgeon 4. General Duty (Diabetology)	Twice a Week Thrice a Week. (24 hours on emergency)	Dy. CMO (Medicine)	66567785 9869982634
6	Reimbursement of Medical Expenses	Claim received every day between 11.00 am to 5.00 pm. in RME section, MbPA Hospital. After recommendation of CMO the same is forwarded to FA & CAO, MbPA for payment.	Sr.Dy.CMO (Admin)	66567686 9869455603

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
7	MbPA Pharmacy & Outsourced Pharmacy Shop.	10.00 am to 5.30 p.m	Sr.Dy.CMO (Admin)	66567711 9820362670
8	Procurement through AMRIT Pharmacy	9.00 a.m. to 5.00 p.m.	Sr. Dy. CMO (Radiology) and Sr. Dy. CMO (Pathology)	9821818208 9821531411
9	Registration of Employee and their family & Retired Employee and their spouse.	During office hours of all working days.	Sr.Dy.CMO (Gynec)	66567766 9821630804
10	Reference to other empaneled Hospital.	24 hours	Sr.Dy.CMO (Admin)	66567686 9869455603
11	Dispensaries (Only OPD) at 3 Location Blue Gate Dispensary, Dock Yard Dispensary, Wadala Dispensary.	10.00 a.m. to 5.00 p.m. 9.30 a.m.to 4.30 p.m.	Dy. CMO (Medicine)	66567785 9869982634
12	Sanitary Service	24 hours	Sr.Dy.CMO (Admin)	66567686 9869455603
13	Malaria Prevention Measures Service	7.00 a.m. to 4.00 p.m.	Sr.Dy.CMO (Admin)	66567686 9820095479
14	Replies to letters Received from MPs/ MLAs/ Minister/ Leader of Opposition etc.	During office hours of all working days.	Sr. Administrative Officer	66567705 9869126168
15.	Patients' satisfaction and feedback	During office hours	Sr. Dy. CMO (Surgery) and Matron	9969742374 8355911674

Estate Division

SR. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	Overall administration & management of landed estate		Shri G. Shirsat, EM Shri J. Bose, Dy EM	9821468995 9969870168
2.	Letting of vacant port Authority plots & building way either on lease/License basis.	6 months from the date of approval of Competent Authority	Shri A. Khatri, Sr. Dy. Material Manager (ND) and (Bunder) Divisions Shri M. Mohite, Sr.AEM (I/c), (CD) Shri K. E. Sunilkumar, Sr. AEM (SD)	9892237160 9664123645 9819474494
3.	Preparation and rendering of monthly Bills	Every Month	Shri Suhas Bapat AEM Gr-I (EDP) Shri M.Gurav, Account Officer Gr. I (Estate Cash)	9869407944 9930784967
4.	Maintaining SDL & other books of Accounts.	Every Month	Shri Suhas Bapat AEM Gr-I (EDP) Shri M.Gurav, Account Officer Gr. I (Estate Cash)	9869407944 9930784967
5.	Periodical Inspection of the tenancies /leases to ensure compliance of the tenancy/lease conditions & identification of breaches.	Inspection of four plots every, month	Shri R. Meena, Ex. Eng. (Northern Division, Unit 1 & 3) Shri Jagvir Singh, AEM Gr.I (Northern Division, Unit 2 & 4) Shri M.Adate, ATM Gr.I (CD Unit 5 & 6) Shri A. Hardikar, AEM Gr. I (CD Unit 7&8) Shri D. Patil, AEM (Gr. I) (SD Unit 11 & 12) Shri D. Kolekar, ATM Gr.I (SD Unit 9 & 10)	9599329934 8169346284 7977768836 9869452593 9975268489 9730293841

			<p>AEM Gr. I (Bunder, Unit 13 to 15)</p> <p>Shri M. Mohite, Sr. AEM(CD) 9224674594</p> <p>Shri M. Adate, ATM GR. I (CD, Unit No.5 & 6) 7977768836</p> <p>Shri A. Hardikar, AEM Gr. I (CE, Unit 7 & 8) 9869452593</p> <p>Shri K.E.Sunilkumar, Sr. AEM (SD) 9819474494</p> <p>Shri D.Patil, AEM Gr.I (SD, Unit No.11 & 12) 9975268489</p> <p>Shri D. Kolekar ATM GR-I (SD Unit 9 & 10) 9730293841</p>	
8.	Granting way leave.	3 months from the date of complete application with all documents (only in case of running lease without any breaches in Non-redevelopment areas)	<p>Shri A.P.B Matoo, CE&HOD (Estate)</p> <p>Shri G. Shirsat, EM 9821468995</p> <p>Shri J. Bose, DY EM 9969870168</p> <p>Shri Vinod Karvande, Ex. Eng. (Spl. WL/GIS) 9987443137</p>	
9.	Processing proposal for approval of plans submitted by the tenants/ lessees.	3 months from the date of complete application with all documents (only in case of running lease without any breaches in Non-redevelopment areas)	<p>Shri A.P.B.Matoo, CE&HOD (Estate)</p> <p>Shri G. Shirsat,EM 9821468995</p> <p>Shri J. Bose, DY EM 9969870168</p> <p>Shri K.E. Sunilkumar, Sr. AEM (SD) 9819474494</p> <p>Shri A. Khatri, Sr.DY.MM (ND) & (Bunder) 9892237160</p> <p>Shri M. Mohite, Sr.AEM(CD) 9224674594</p>	
10.	To provide the required information to FA&CAO for quinquennial assessment of Port	Every 5 years and whenever required	<p>Shri A. Khatri, Sr. DY. MM (ND) & (Bunder) 9892237160</p> <p>Shri K. E. Sunilkumar, Sr. AEM (SD) 9819474494</p>	

	Authority let out properties by MCGM		Shri M. Mohite, Sr. AEM (CD)	9224674594
11.	Maintenance & updating of title Deeds, Agreement and related land records of lease, tenancies etc. of the department.		Shri Vinod Karvande, Ex. Eng. (Spl. WL/GIS)	9987443137
12.	Replies to letters received from MPs/MLAs/Minister/Leader of Opposition	7 days	Shri APB Matoo , CE&HOD (Estate)(I/c) Shri. A. Shirsat, EM Shri J. Bose , Dy. EM Shri A. Khatri, Sr. DY. MM (Bundar) & (ND) Shri K. Lalwani, AEM GR-I(Bundar) Shri R. Meena, Ex. Eng. (ND, Unit 1&3) Shri Jagvir Singh AEM Gr. I(ND, Unit 2 & 4) Shri K. E. Sunilkumar, Sr. AEM (SD) Shri D. Kolekar, ATM GR-I (SD Unit 9 &10) Shri D. Patil, AEM GR-I (SD, Unit 11 & 12) Shri M. Mohite, Sr.AEM(I/c) (CD) Shri M. Adate, ATM GR. I (CD, Unit No.5 & 6) Shri A. Hardikar, AEM Gr. I (CE, Unit 7 & 8) Shri Vinod Karvande, Ex. Eng. (Spl. WL/GIS) Shri Suhas Bapat AEM Gr-I (EDP)	9821468995 9969870168 9892237160 9820852224 9599329934 8169346284 9819474494 9730293841 9975268489 9224674594 7977768836 9869452593 9987443137 9869407944

			Shri G. Naresh, AEM Gr. I (General Section and Record Section) Shri M. Gurav, Account Officer Gr. I (Estate Cash) Smt. Punam Nibre, Administrative Officer	9967022321 9930784967 9920841515
13.	RTI Applications/ Appeals	30 days	Shri G. Shirsat, EM (Appellate Authority) Shri J. Bose, DY EM (CPIO) Shri K. E. Sunilkumar, Sr. AEM (SD) APIO Shri A. Khatri, Sr. DY. MM (Bundar/ND/EC) APIO Shri M. Mohite, Sr. AEM (CD) APIO	9821468995 9969870168 9819474494 9892237160 9664123645
14.	Revision of SoR	Every 5 years.	Shri G. Shirsat, EM Shri J. Bose, DY EM Shri G. Naresh, AEM GR-I (General section)	9821468995 9969870168 9967022321

9. QUALITY OF SERVICE

The thrust has been on measures to make the Port customer-friendly. These include extending various concessions and facilities to suit the requirements of the customers. Streamlining and simplification of systems and procedures received major boost with computerisation and modern telecommunication system. Towards this, the Port has installed integrated port operations software covering the vessel, container, cargo and railway operations.

The Mumbai Port Authority acquired ISO 9001:2015 Q M S, ISO 14001 : 2015 E M S, ISO 27001:2013 I S M S certificates on 23rd August 2021, certified by the renowned international certification agency Indian Register Quality Systems (IRQS), a Division of IR CLASS Systems and Solutions Private Limited. With this glorious achievement Mumbai Port Authority has committed to provide Integrated Sea-Port Facilities for Safe Handling, Storage and Delivery of Cargo / Container to the requirements of our Customers and Promote Domestic and International Cruise Shipping. Mumbai Port became the first major Indian Port in the year 2002 to have acquired Quality Certification of 2000 series, which envisages continual improvement of processes and standards towards customer satisfaction. This is another landmark of the Mumbai Port Authority's endeavour to ensure quality service to the customers.

In this regards a list of prominent concessions extended to Trade is attached at **Annexure**.

An integrated Port operation software covering vessel, container and Railway operations is under process of development (Port EBS).

ANNEXURE

Details of important concessions/facilities offered by Mumbai Port Authority

Sr. No.	Subject	Circular No.
1	Storage facilities for import MOP and other such bulk cargo at Mumbai Port Authority for a period upto 180 days and upto 240 days for Gypsum.	TM/D/4-3/28 of 2023-24 dated 21.03.2024
2	Concessional for export of all agricultural products like Sugar, Rice, Soyabean Meal, Wheat, Maize, etc.	TM/A/15-22/24 of 2023-24 dated 28.12.2023
3	Pre-shipment facilities for storage of Export Cargo	TM/A/15-22/23 of 2022-23 dated 04.12.2023
4	No parking near Green Gate (CMC Building to MICT)	TM/M-9/21 dated 29.11.2023
5	Grant of concessional free days for Import/Coastal consignments of Iron & Steel –Extension of containers/Mafis.	TM/M/13-5/Circular/20 of 2023-24 dated 22.11.2023
6	Grant of extended free days for levy of demurrage on import cargo & storage fees on containers/Mafis.	TM/M/13-5/Circular/19 of 2023-24 dated 17.11.2023
7	Extension for Storage facilities for import agricultural products and concessional storage up to 180 days at outlying area.	TM/D/4-3/15 of 2023-24 dated 14.08.2023
8	Rationalization of Tariff for Cruise Vessel	TM/B/11-2/16 of 14..08.2023
9	Policy for erection of Temporary Sheds in the Port	TM/D/4-3/60 of 2023-24 dated 20.07.2023
10	Cargo manifested under 'NIL' marks	TM/D/13/12 dated 15.06.2023
11	Storage facilities for Gypsum, Ammonium Sulphate, MOP,MAP,DAP, calcite Chips at Mumbai Port Authority	TM/D/4-3/11 of 2023-24 dated 26.05.2023
12	Construction/Repairs of Ships/Barges/Crafts activity at Lakri Bunder South/Powder Works Bunder	TM/B-10/07 of 2023-24 dated 04.05.2023
13	Storage facilities for import Ammonium sulphate at Mumbai Port Authority	TM/D/4-3/02 of 2023-24 dated 13.04.2023

10. Whistle Blower Policy of Mumbai Port Authority

The Government of India vide Gazette Notification No 371/12/2002-AVD –III dated 21.04.2004 r/w Corrigendum dated 29.04.2004 notified the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution 2004 and the DoPT Notification No. 371/4/2013- AVD III dated 14.08.2013 partially amended the PIDPI Resolution 2014.

In view of the above, the procedure to receive complaints relating to disclosure on any allegation of corruption or willful misuse of power or willful misuse of discretion by any Mumbai Port Authority (MbPA) employee and to provide adequate safeguards against victimization of the person making such complaint and for matters connected therewith and incidental thereto, is as under:

- i) The Central Vigilance Commission is authorized as the "Designated Agency" as to written complaints or disclosure on any allegation of corruption or of misuse of office by any employee of the Central Government or of any corporation established by or under any Central Act, Government companies, societies or local authorities owned or control by the Central Government.
- ii) Any complaint to be made under this policy should comply with the following aspects:
 - a. The complaint should be in a closed/ secured envelope.
 - b. The envelope should be addressed to Secretary, Chief Vigilance Commission and should be superscribed as "Complaint under the Public Interest Disclosure". If the envelope is not superscribed and closed, it will not be possible for the 'Designated Authority' to protect the complainant under PIDPI Resolution, 2004 and the complaint will be dealt with the normal complaint policy of MbPA. The complainant should give his/her name and address in the beginning or end of the complaint or in an attached letter.
 - c. Any anonymous/ pseudonymous complaint will not be entertained.
 - d. The text of the complaint should be carefully drafted so as not to give any details or clue as to his/her identity. However, the

details of the disclosure or complaint should be specific and verifiable and shall contain as full particulars as possible and shall be accompanied by supporting documents or other materials.

- e. In order to protect identity of the person, the 'DESIGNATED AUTHORITY' will not issue any acknowledgement and the whistle-blowers are advised not to enter into any further correspondence with the 'DESIGNATED AUTHORITY' in their own interest. The Designated Authority, subject to the facts of the case being verifiable, will take the necessary action, as provided under the PIDPI Resolution, 2004.
 - f. The 'DESIGNATED AUTHORITY' can also take action against Whistle Blower making motivated/vexatious complaints under the said Resolution.
- iii) Details of PIDPI policy is available at CVC website under circulars and archive (circular no. 25/12/21 dated 24.12.2021). In case of any discrepancy in MbPA's Whistle Blower policy and PIDPI policy of CVC as amended from time to time, the policy as per the CVC circular or as amended from time to time shall prevail.
- iv) If any complaint is received under PIDPI in Vigilance office of MbPA the same shall be **forwarded to the Secretary, Central Vigilance Commission without opening. Further action will be taken by the Secretary, Central Vigilance Commission.**

11 Grievance Redressal Mechanism:

11.1 *Name & Contact Details of Public Grievance Officer*

Shri P.N.Bahekar

Secretary

Mumbai Port Authority

2nd floor, Port House,

ShoorjiVallabhdas Marg,

Ballard Estate, Mumbai – 400 001.

Telephone: 6656 4061, 22613979

email id: secretary@mumbaiport.gov.in

11.2 Grievance lodging process:

Grievances can be lodged through –

- (i) Online Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) (<http://pgportal.nic.in>) and through our website (<http://www.mumbaiport.gov.in>).
- (ii) Online on MbPT Grievances Module (<http://www.mumbaiport.gov.in>).
- (iii) By post at the above mentioned address of the Public Grievance Officer.
- (iv) By hand in the General Administration Department, 2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400001

11.3 Expectation from complainant:

Clarity of grievance with all relevant details and contact details

11.4 Timeline for response:

- 11.4.1 Grievances are acknowledged immediately and at the most within three working days of receipt. A grievance is redressed within a period of 30 days from its receipt.
- 11.4.2 In case of grievance received on CPGRAMS, reply is issued to the Petitioner by post/ courier as well as it is uploaded on the website of CPGRAMS. Timelines for redressal of the grievance is 30 days from the receipt of the grievance.
- 11.4.3 Efforts are always taken to resolve the grievance and issue reply to the Petitioner in the stipulated period of 30 days. If there is any delay, an interim reply with reasons for delay is issued to the Petitioner in terms of the MoPSW letter No. PD/24015/2/2022/PW (pt-IV) dated 13.3.2023.

12. BEST PRACTICES:

Transparency Plan:

Mumbai Port Authority has prepared its Transparency Plan to take action in the following areas to bring greater transparency in its functioning: -

- (i) Works relating to tender
- (ii) Leveraging of Technology in the following areas.
 - (a) E-Payments/RTGS/NEFT
 - (b) E-Platform for completion of formalities
 - (c) E-Permits/E-Licenses
 - (d) Computerized Grievance Redressal
 - (e) ERP
- (iii) Adoption of Integrity Pact
- (iv) Sale of uncleared goods by e-tender/e-auction
- (v) Vigilance Complaints App
- (vi) New transparent Land Policy
- (vii) Digitization of documents
- (viii) GIS Implementation
- (ix) Prevent encroachments through Expert Agency and computerise Access Control System

13. Transparency in Functioning of the Port

Senior officials of all the departments and functional areas have been appointed as Central Public Information Officers under the Right to Information Act, 2005 to provide information to citizens regarding functioning of the entire organization as under:

First Appellate Authority

Department/ Division	Name & Designation	email ID	Tel. No. / Mobile No.
General Administration, Legal and Security Divisions	Shri P.N.Bahekar, Secretary	secretary@mumbaiport.gov.in	66564061 9833161160
Human Resources, Welfare Division	Shri G.S.Rathod Managre (HR)	manager.hr@mumbaiport.gov.in	66564066 8879095437
Finance Department	Smt.M.A.Varade, Financial Adviser & Chief Accounts Officer	fa@mumbaiport.gov.in	66564041 9821080746
Traffic Department, OBL, Railways & P&R Divisions	Shri B.S.Shinde, Traffic Manager	tm@mumbaiport.gov.in	66564051 9819844450
Civil Engineering Department	Shri A.P.B. Mattoo, Dy. Chief Engineer	abp.mattoo@mumbaiport.gov.in	66564034 9920202510
Mechanical & Electrical Engineering Department and Materials Management Division, EDP & T/E Wing	Shri A.Ganesan, Chief Mechanical Engineer	cme@mumbaiport.gov.in a.ganesan@mumbaiport.gov.in	66566500 7738052520
Marine Department	Shri Bhabatosh Chand Deputy Conservator	dc@mumbaiport.gov.in	66564021 9820282613
Medical Department	Dr.(Smt.) S. N. Mokal, Chief Medical Officer	cmo@mumbaiport.gov.in	66567700 9820095479
Vigilance Department	Shri Kapil Bakshi, Sr. Vigilance Officer	kl.bakshi@mumbaiport.gov.in	66564086 8652095740
Estate Division	Shri G.A.Shirsat, Estate Manager (I/c)	estatemanager@mumbaiport.gov.in	66564071 9821468995

List of Central Public Information Officers

Department/ Division	Name & Designation	Tel. No.	Mobile No.
			Email id
General Administration Department	Shri M.L. Parkar, Dy. Secretary (Human Resources Section & IR Section)	6656 4018	9869477410
			ml.parkar@mumbaiport.gov.com
	Shri S.R.Aphale Dy. Secretary (GAD)	6656 4067	9892988422
			sr.aphale@mumbaiport.gov.com
	Shri R.K.Ramgude Sr. Welfare Officer (Welfare Division)	6656 4431	9769875544
			rk.ramgude@mumbaiport.gov.com
	Shri Anil P.Bodke Sr. Law Officer (Legal Division)	6656 4123	9869306941
			ap.bodke@mumbaiport.gov.in
Marine Department	Capt. Abhijeet Dubey, Dock Master	6656 5057	9867112915
			ns.acharekar@mumbaiport.gov.in
Finance Department	Shri I.B.Choudhary, Accounts Officer, Gr.I	6656 4350	9867112915
			ns.acharekar@mumbaiport.gov.in
Traffic Department	Shri Sanjeev Kumar Dy. Traffic Manager (HO)	6656 4053	9819604236
			ib.chaudhary@mumbaiport.gov.in
	Shri R.J.Sawant Sr.Dy. Traffic Manager (Resources)	6656 5675	9769790304
			s.kumar@mumbaiport.gov.in
	Shri R.J.Sawant Sr.Dy. Traffic Manager (Resources)	6656 5675	9769790304
			rj.sawant@mumbaiport.gov.in
	Shri. C.K.Raut, Sr. Asstt. Traffic Manager, Railway Division	66564160	9969016155
			9969016155
	Shri. C.K.Raut, Sr. Asstt. Traffic Manager, Railway Division	66564160	9870056208
			ck.raut@mumbaiport.gov.in

Department/ Division	Name & Designation	Tel. No.	Mobile No.
			email ID
Mechanical & Electrical Engg. Department	Shri C.S.Nirmal, Superintending Engineer	66566507	9820168782
			cs.nirmal@mumbaiport.gov.in
	Shri S.C.Sonavane Sr. Dy. Materials Manager (Materials Management Division, MEED)	6656 6706	9819570754
			sc.sonavane@mumbaiport.gov.in
	Shri Ramesh Potdar, Dy. Director (EDP) EDP Wing and (Telecom & Electronics Wing, ME&ED) Planning & Research Division	66565017	9819785138
			rg.potdar@mumbaiport.gov.in
Medical Department	Smt. J.P.Dhirvani, Sr.Administrative Officer (Admin.)	6656 7705	9869126168
			jp.dhirvani@ mumbaiport.gov.in
Vigilance Department	Shri Shrey Gautam Asstt. Vigilance Officer	66564091	9643652389
			s.gautam@mumbaiport.gov.in
Civil Engineering Department	Shri S.R.Balakrishnan, Superintending Engineer	6656 4039	9821584492
			sr.balakrishnan@mumbaiport.gov. in
Estate Division	Shri J. Bose, Dy. Estate Manager	6656 4458	9969870168
			j.bose@mumbaiport.gov.in

14. Particulars of Key Officials:

Name and Designation	Address/Phone No
Shri Rajiv Jalota, Chairperson	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4011 Direct: - 022-2262 1234
Shri Adesh Titarmare Dy. Chairperson	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Telephone:6656 4012 Direct: 022 2261 5049
Shri Rakesh Shrivastava Chief Vigilance Officer	Krupanidhi Building, 3 rd floor, 9 Walchand Hirachand Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4080 Direct: - 022-2261 0903

Department	Name and Designation	Address/Phone No.
General Administration Department	Shri P.N.Bahekar, Secretary	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4061 Direct : 022 2261 3979
Human Resources Department	Shri G.S.Rathod, Manager HR	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel No. 022-6656 4066
Traffic Department	Shri B.S.Shinde Traffic Manager	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-66564051 Direct: - 022-2261 4391
Marine Department	Capt. Bhabatosh Chand, Deputy Conservator	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4021 Direct: - 022-2261 4345

Department	Name and Designation	Address/Phone No.
Finance Department	Smt. M.A.Varade Financial Adviser & Chief Accounts Officer	Ground floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4041 Direct: - 022-2261 0241
Civil Engineering Department	Shri A.P.B.Mattoo, Chief Engineer	3rd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-6656 4031 Direct: - 022-2261 1458
Mechanical & Electrical Engineering Department	Shri A. Ganesan, Chief Mechanical Engineer	MEED's Office, Old ABB Building, 2 nd floor, Dr. S.B.Path, Old Goa Street, Fort, Mumbai 400 001. Tel: 022-6656 6500 Direct: - 022-48018746
Medical Department	Dr. V.V.G.Purohit Chief Medical Officer (I/c.)	Mumbai Port Authority Hospital, Wadala (East), Mumbai – 400037. Tel:022-6656 7700 Direct – 022-2414 5573

15. List of Stakeholders and Clients

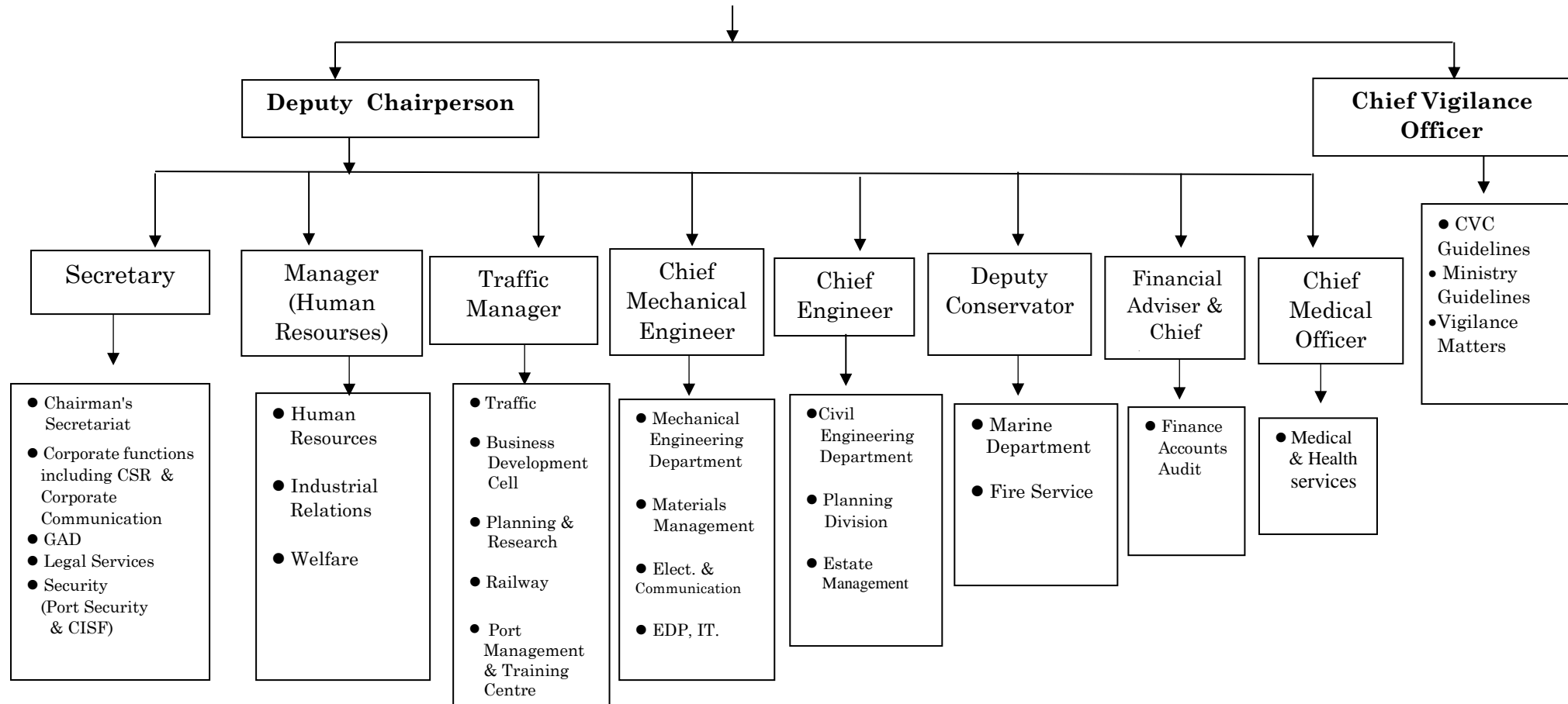
Sl. No.	Stakeholders/Clients
1	Ministry
2	Port Users (Vessel Agents / Custom House Agents / Stevedores / Importers / Exporters/ Trade Licensees)
3	Other users
4	Tariff Authority for Major Ports
5	Government organisations and its various departments
6	Maritime Industries & Citizens of India
7	Railways
8	Chartered Accountants / Sales Tax / Service Consultants / Advocates / Consultants empanelled with us
9	Vendors/Suppliers/ Contractors registered with port / intending to work with port
10	Bankers / Referral Hospitals / Visiting Doctors / Part time specialists

16. Review of Charter

The Charter will be reviewed after 12 months.

17. Functional Reporting & Responsibility Framework

CHAIRPERSON



18. **Format for Complainants under Citizen Charter**

Sl. No.	Particulars of Parties/ Complainants	Details
1.	Nature of Complaint:	
2.	Date and Time of filing Complaint	Date: _____ Time: _____
3.	Name of the Complainant/ Agent/ Port User, etc:	
4.	Full address:	
5.	Phone details/ email address of Complainant :	

Signature of Complainant