

REVISION

May 2026

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 April 2027.

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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, the Mumbai Port Trust is “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 in-house. 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	-	21
POL	-	5
Liquid chemicals	-	4
OCT berths	-	3

Total	-	33

Note : 5 berths i.e 5 ID to 9 ID handed over to CSL for ship repairs.

Berth 4 ID is currently with MbPA, but is in process of handing over to CSL.

3 berths 13 ID, 14 ID and 22 ID handed over to Coast Guard

OCT1, OCT2 and OCT middle are considered as three berths at OCT. Ocassionally 3 ships are berthed at a time.

2.2 The Port has various 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 4 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 exchange of trains between MBpa and Indian Railways is done excluding the morning and evening peak hours, Thus, leaving a small window for movement of rakes.

2.7 The Ballard Pier Extension with terminal building is the berth for passenger cruise liners. Other berths viz., BPS, 18ID, OCT 1 and OCT 2 are

also earmarked for handling cruise ships. 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), a PPP project where Operator has been permitted to handle RoRo automobile vessels.

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

Qualifty Policy of the Mumbai Port (ISO 90001:2015 QMS)

We, at the Mumbai Port Authority provide integrated Sea-Port facilities for safe handling, storage and delivery of cargo/ Container to the requirements of our Customers.

With an aim of improving Stakeholder Satisfaction, we are committed to-

- Strive for excellence in port operations
- Continually improve the service processes and quality systems
- The Compliance obligations while delivering its services.
- Achieve objectives for providng efficient and Transperent services to the Port Users.

This will be achieved by improving infrastructure facilities; Inter-Departmental Team work, Training and Effetive Data based Review System.

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

- Cargo handled during 2025-26 is 75.15 MMT (as against target of 71.50MMT). To handle 79 million tonnes for year 2026-27.
- The operating expenditure, per tonne of cargo handled, achieved during 2025-26 is ₹140.76 (calculated upto feb 2026) as against ₹160.49 during 2024-25. The decrease in cost per tonne handled is mainly due to increase in the number of retirements and reduced overtime, and increased efficiency. The operating expenditure, per tonne of cargo handled is targeted at Rs.165.34 as per for BE 2026-27.
- To earn lease rent of Rs.484.05 crores during 2026-27
- Objectives targeted to be achieved during 2026-27
 - To maintain average ship day output for Break Bulk cargo (except Project Cargo) to 3441 tonnes. 4036 tonnes achieved during 2025-26 as against target of 3800 tonnes.
 - To maintain percentage idle time on port account of all vessels to 4.04% (1.58% achieved during 2025-26)
 - To ensure 75% of Harbour tugs and 66% of Dock tugs are available every month at Indira Dock for operations, during 2026-27
 - 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 and arranging skill development programs for 33% employees who are below 55 years of age as on 1.4.2026 i.e. 422 employees during financial year 2026-27.
 - Submit Stevedoring Invoice in EBS for final approval of Finance department within 3 working days from the date of sailing (excluding the sailing date) of vessel from Indira Docks
 - Render vessel related bills for Vessels(Cargo/Tanker) within 7 working days of sailing of vessels and for midstream discharge, within 8 working days of sailing of Vessels. (Corporate objective regarding vessel related bills has been transferred to Marine department)

- Audit clearance of 100% measured bills within 10 working days and final bills within 20 working days from the date of receipt of bills complete in all respect received by 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 19037 tonnes for 2026-27.
(17941 tonnes achieved during 2025-26 as against target of 20600 tonnes) .

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 Shri Ganesh Jadhav ATM, MOD & OA Shri Subodh Kerkar ATM, Bunder & OA-II	66565490 9969021235 7738916456
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- 66565151
2.	Timely clearance of rolling stock from MbPA Railway Yard by arranging light engines.	Immediate (subject to availability with Zonal Railway)	Station In-Charge, Wadala Depot	022- 66565151
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- 66565151
4.	Timely billing and advance realization of Port Charges.	Immediate (after submission/ preparation of RRs)	Goods Clerk (I/c), Grain Depot	022- 66565151
5.	Re-railment of derailed 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- 66565151

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	8 working days	Shri Barge Exe. Engineer,	9869459376 pmh.barge@mumbaiport.gov.in
	Complaints about water supply (minor nature) inside the docks.	24 hours	Shri R.K.Darde Supdt. Engineer	9820745210 rk.darade@mumbaiport.gov.in
2.	All types of repairs (minor nature) to civil structures at civil structure at Pir- Pau & JD including marine structures and Complaints about water supply (minor nature) Water supply at Pir- Pau & JD.	8 working days 24 hours	Shri Sanjay Pawar, Supdtg. Engineer (MOT)	9820766204 ss.pawar@mumbaiport.gov.in

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
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 Barge Exe. Engineer,	9869459376 pmh.barge@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 R.K.Darde Supdt. Engineer	9820745210 rk.darade@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 R.K.Darde Supdt. Engineer	9820745210 rk.darade@mumbaiport.gov.in
c)	All types of repairs (minor nature) to the roads	8 working days	Shri Rahul Rai Ex. Engineer	9833990783 rr.rai@mumbaiport.gov.in
5.	All types of repairs (minor nature) to civil structures outside the docks and a) GWSD b) GWND Complaints about water supply (minor nature) water supply, outside the docks	8 working days 8 working days 24 hours	Shri Barge Exe. Engineer, Shri Sanjay Pawar, Supdtg. Engineer (MOT) Shri R.K.Darde Supdt. Engineer	9869459376 pmh.barge@mumbaiport.gov.in 9820766204 ss.pawar@mumbaiport.gov.in 9820745210 rk.darade@mumbaiport.gov.in
6.	All types of issues related to office correspondence, billing.	8 working days	Shri Ajay Uthra Dy.Chief Engineer, GW	9869477175 acd.uthara@mumbaiport.gov.in
7.	Replies to letters received from MPs/ MLAs/ Minister/ Leader of Opposition etc.	7 working days	Shri K.L. Sache, Dy.Estate Manager	9869415896 kl.sache@mumbaiport.gov.in

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
	(in coordination with the Dy. Chief Engineer concerned with the matter)			

Mechanical & Electrical Engineering Department:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	Oil Pipe Line lining up for POL Import / Export	MOT JD- 30 minutes OPL PirPau- 25 minutes OPL Wadala- 35 minutes	Shri A.K.Maiti Dy.Chief Mechanical Engineer Shri V. Dias Superintending Engineer Shri. R.Rathore Sr. Dy. Materials Manager	6656 6501/ 9434031336 6656 6520/ 9970554092 66566512/ 9920710877
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
3.	Attending Oil Pipeline leakages at MOTJD,OPL PirPau, OPL Wadala	4 Hours	Shri A.K.Maiti Dy.Chief Mechanical Engineer Shri V. Dias Superintending Engineer Shri. R. Rathore Sr. Dy. Materials Manager	6656 6501/ 9434031336 6656 7521/ 9970554092 66566512/ 9920710877
4.	Attending all type of Electrical faults at MOTJD and OPL Pirpau	4 Hours	Shri S.S. Kharche Dy. Chief Mechanical Engineer Shri V.R.Koli, Asstt. Executive Engineer	6656 6505/ 9969374965 9969374965

EDP Division :

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1	Attending to Internet Connectivity Issues	4 Hrs.	Shri J.V.K. Murthy, Dy. Chief Mechanical Engineer Shri Writuraj Kaushik, System Manager	6656 6701 9948212422 9678866431

E&T Division:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer Tel No./Mobile No.
1.	Attending to telephone complaints	6 Hrs	Shri J.V.K. Murthy, Dy. Chief Mechanical Engineer Shri Sandesh Kushte, Dy. Director (T/E)	6656 6701 9948212422 6656 4117 9326959718

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	Dy. Materials Manager	6656 6702/ 9082557482
			Dy. Materials Manager	6656 6705/ 7977935981
2.	Disposal and delivery of old assets / scrap	90 days from date of delivery order	Asstt. Materials Manager	6656 6714 7977940643

Marine Department

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1	Safe Pilotage of vessels in and out of the Port.	--	Dock Master, Control Station	6656 5035 dmcs@mumbaiport.gov.in
2	Allotment of berths to POL vessels.	--	Dock Master (I/C), Jawahar Dweep	6656 5873 dmjd@mumbaiport.gov.in
	Allotment of berths in Docks	--	Sr. Dock Master Indira Dock	6656 5040 sdm@mumbaiport.gov.in
	Allotment of berths in Stream		Dy Traffic Manager Harbour Master assisted by Asstt. Harbour Master	66564022 hm@mumbaiport.gov.in 6656 4024 ahm@mumbaiport.gov.in
3	Timely Berthing/ unberthing (sailing) of vessels from Docks	--	Sr. Dock Master, Indira Dock Dock Master, Control Station Dock Master (I/C), Jawahar Dweep	6656 5040 sdm@mumbaiport.gov.in 6656 5035 dmcs@mumbaiport.gov.in 6656 5873 dmjd@mumbaiport.gov.in
4	Monitoring of air and water quality.	--	Harbour Master & Director, Pollution Control Cell	6656 4022 hm@mumbaiport.gov.in
5	Control of oil spillage and marine pollution.	--	Harbour Master & Director, Pollution Control Cell	6656 4022 hm@mumbaiport.gov.in
6	Prevention of fire and control in the event of occurrence.	--	Port Safety & Fire Officer	6656 6260 9820028881 psfo@mumbaiport.gov.in
7	Security compliance as Per ISPS code.	--	Port Facility Security Officer	6656 4212 9833393070 pfso@mumbaiport.gov.in
8	Passenger Boat Licence	7 working days	Asstt.Comm.(Port)	6656 4212 9833393070 acp@mumbaiport.gov.in

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
9	Harbour Craft Licence	7 working days	Asstt.Comm.(Port)	6656 4212 9833393070 acp@mumbaiport.gov.in
10	Pass Pilot Permission Special Pass Pilot permission	7 working days	Asstt. Harbour Master	6656 4024 ahm@mumbaiport.gov.in
11	Permission to supply Fresh water to ship in Mumbai Harbour through water barge	7 working days	Harbour Master	6656 4022 hm@mumbaiport.gov.in
12	Permission to carry out under water CCTV inspection	7 working days	Deputy Conservator Harbour Master	6656 4021 dc@mumbaiport.gov.in 6656 4022 hm@mumbaiport.gov.in
13	Permission for family to get together and boat cruising in Mumbai Harbour	7 working days	Asstt.Comm.(Port)	6656 4212 9833393070 acp@mumbaiport.gov.in
14	Swimming permission	7 working days	Harbour Master Asstt.Comm.(Port)	6656 4022 hm@mumbaiport.gov.in 6656 4212 9833393070 acp@mumbaiport.gov.in
15	Permission for Stream / JD and PP	Same working day	Asstt.Comm.(Port)	6656 4212 9833393070 acp@mumbaiport.gov.in
16	Permission for Dumping Dredged material at authorized dumping ground	--	Deputy Conservator Harbour Master	6656 4021 dc@mumbaiport.gov.in 6656 4022 hm@mumbaiport.gov.in
17	Permission to carry out Hot works on vessel at Stream		Deputy Conservator Harbour Master	6656 4021 dc@mumbaiport.gov.in 6656 4022 hm@mumbaiport.gov.in
18	Permission to carry out Hot works on vessel at Docks		Port Safety & Fire Officer	6656 6260 9820028881 psfo@mumbaiport.gov.in
19	Bollard Pull Test		Deputy Conservator Harbour Master	6656 4021 dc@mumbaiport.gov.in 6656 4022 hm@mumbaiport.gov.in

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.	Shri. Pravin N.Pawade Accounts Officer Gr.I	9220377714 pn.pawade@mu mbaiport.gov.in
	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.	Shri. Pravin N.Pawade Accounts Officer Gr.I	9220377714 pn.pawade@mu mbaiport.gov.in
	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) measured bills and b)final bills	a) within ten working days b) within 20 working days from the date of receipt of bills, complete in all respect when received by Finance Department	Shri. Prakash T.Jori Accounts Officer Gr. I	9969101432 pt.jori@mumbai port.gov.in
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.	Smt.Rajeshree S.Chavan Accounts Officer Gr.-I	9833856243 rs.chavan@mum baiport.gov.in

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 4047 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 4067

Welfare Division:

Sl. No.	Services	Timelines	Officer Responsible for delivery of services	Contact details of the officer
1.	Catering services operated by external agencies through Departmental Canteens including Canteen at Jawahar Dweep (JD)	Daily except Dock Holidays	Catering Officer	66564297 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) &	Dr. Sonal Hirbhagat, Sr. Dy. CMO (General Medicine)	9869157631
		9.00 to 1.00 pm on Saturday.	Dr. Vinal More, Sr.Dy. CMO (Gen. Surgery)	9969742374
2	Inpatient Service	24 hours	Smt. Priyanka M. Bandekar, Matron	7506735357
			Dr. V.V.GramPurohit, Sr. Dy. CMO (Admin)	9820362670
3	Ambulance	24 hours	Dr. Alka Bhatsange, Dy. CMO (Gen. Duty)	9819228241
			Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603

Sr. No.	Services	Timelines	Officer Responsible for delivery of services	Contact Details of the officer
4	Diet Service for Indoor patients	Morning Tea 6.30 a.m	Smt. Snehal M. Rongate., DCCO on Contract basis	8433517447
		Break fast 8.30 a.m.	Dr. Trupti Tilve, Dy. CMO (Pat+h and Bact)	9969811126
		Lunch 12.00 Noon		
		Afternoon Tea 4.00 p.m.		
		Dinner 7.15 p.m.		
		Bed Time Milk 9.00 p.m.		
5	Honorary & Specialist Service	Twice a Week	Dr. V.V.GramPurohit, Sr. Dy. CMO (Admin)	9820362670
	1. Nephrologist			
	2. Urologist			
	3. Dental and Oral Surgeon			
	4. General Duty (Diabetology)	Thrice a Week (24 hours on emergency)	Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603
6	Reimbursement of Medical Expenses	Between 10.00 am to 4.00 pm.(Mon to Friday)(Except Bank Holiday) in RME section, MbPA Hospital.	Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603
7	Outsourced Wellness Pharmacy .	9.00 am to 7.00 p.m	Dr. Vinal More, Sr.Dy. CMO (Gen. Surgery)	9969742374
			Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603
8	AMRIT Pharmacy	9.00 a.m. to 7.00 p.m.	Dr, Vinal More, Sr.Dy. CMO (Gen. Surgery /	9969742374
			Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603
9	Registration of Employee and their family & Retired Employee and their spouse.	During office hours of all working days.	Smt. P.C.Nibre, Sr. Administrative Officer	9920841515
			Dr. V.V.GramPurohit, Sr. Dy. CMO (Admin)	9820362670
10	Reference to other empaneled Hospital.	24 hours	Dr. V.V.G.Purohit, Sr. Dy. CMO (Admin)	9820362670
			Dr. Sheetal Gujral, Sr. Dy. CMO (Admin)	9930318867
			Dr, Vinal More, Sr.Dy. CMO (Gen. Surgery)	9969742374
			Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603
			Dr. Sonal Hirbhagat, Sr. Dy. CMO (General Medicine)	9869157631

Sr. No.	Services	Timelines	Officer Responsible for delivery of services	Contact Details of the officer
11	Dispensaries (Only OPD) at 3 Location		Dr. Chitra Wagh, Dy. CMO (Gen. Duty)	9833525307
	i) BE Dispensary,	9 a.m.to 4 p.m.(Mon to Fri) 9 a.m. to 12 noon (Sat)		
	ii) Dock Yard Dispensary,	9.30 a.m.to 4.30 p.m. (Mon to Fri) 9.30 a.m. to 12.30 pm(Sat)		
	iii) Wadala /Reynolds Dispensary	9.30 a.m.to 4.30 p.m. (Mon to Fri) 9.30 a.m. to 12.30 pm(Sat)		
12	Hospital Sanitary	24 hours	Smt. P.C.Nibre, Sr. Administrative Officer	9920841515
			Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603
13	Malaria Prevention Measures Service	7.00 a.m. to 4.00 p.m.	Smt. P.C.Nibre, Sr. Administrative Officer	9920841515
			Dr. Jyoti Chaudhari, Sr.Dy. CMO.(Admin.)	9869455603
14	Replies to letters Received from MPs/ MLAs/ Minister/ Leader of Opposition etc.	During office hours of all working days.	Dr. V.V.GramPurohit, Sr. Dy. CMO (Admin)	9820362670
15	Patients' satisfaction and feedback	During office hours	Dr. V.V.GramPurohit, Sr. Dy. CMO (Admin)	9820362670

Estate Division

Sr. No.	Services	Time Line	Officer responsible for delivery of service	Contact No.
1.	Overall administration & management of landed estate		Shri Shri A. N. Khatri, EM (i/c) Shri K. E. Sunilkumar, Dy.EM(i/c)	9892237160 9819474494
2.	Letting of port Authority's vacant plots & building in the most remunerative way either on Lease/License basis through e-tender-e-auction.	6 months from the date of approval of Competent Authority.	Shri V.K.Karvande, Exe.Engg. (ND) Shri M.S. Mohite, SAEM, (SD) Shri S.S. Deshpande, Sr. AEM (CD) & Bunder Division	9987443137 9664123645 9322899152
3.	Preparation and rendering of monthly Bills.	Every month	Shri Sushas Bapat AEM Gr-I (EDP)	9869407944
4.	Maintaining SDL & other books of Accounts.	Every month	Shri Sushas Bapat AEM Gr-I (EDP)	9869407944
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 S.G.Parab, AEM-Gr.I (ND – Unit 1 &3) Shri Jagvir Singh AEM-Gr.I (ND – Unit 2 &4) Shri. M. Adate, AEM Gr-I (CD unit 5&6) Shri A. Hardikar, AEM Gr-I (CD unit 7& 8) Shri D.V.Patil, AEM-Gr.I (SD unit 9 & 10) Shri G.T.Hire, ATM(GR.I) (SD unit 11 & 12) Shri G.R.Naresh, AEM(GR.I) (Bunder)	9892817138 8169346284 7977768836 9869452593 9975268489 9869919169 9967022321
6.	Taking legal action for non-rectification &/or regularization of breaches of tenancy/ lease conditions & Port Dues.	3 months from the detection of breaches.	Shri V.K.Karvande EE(ND) Shri S.G.Parab AEM-Gr.I (ND -Unit 1 & 3) Shri Jagvir Singh AEM Gr-I (ND - Unit 2 & 4) Shri S.S.Deshpande, SAEM (CD & Bunders) Shri M. M. Adate AEM Gr-I (CD, Unit 5 & 6) Shi A.D. Hardikar (CD - Unit 7 & 8) Shri M.S.Mohite, Sr. AEM (SD) Shri D. V. Patil, AEM GR-I (SD - Unit 9 & 10) Shri G.T.Hire ATM GR-I (SD -Unit 11 & 12) Shri G.R. Naresh, AEM Gr-I (Bunders)	9987443137 9892817138 8169346284 9322899152 7977768836 9869452593 9664123645 9975268489 9869919169 9967022321

Sr. No.	Services	Time Line	Officer responsible for delivery of service	Contact No.
7.	Prevention & removal of encroachments from plots vacated by due process of law.	Whenever needed and at least once in a month	Unit Officers and Inspectors	---
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)	Shri A.N.Kardhekar, CE&HOD (Estate) Shri Shri A. N. Khatri, EM (i/c) Shri K. E. Sunilkumar, Dy.EM(i/c) Shri V.K.Karvande, EE Shri S.G.Parab, AEM-Gr.I (Spl. WL/ GIS))	9967345551 9892237160 9819474494 9987443137 9892817138
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)	Shri A.N.Kardhekar, CE&HOD (Estate) Shri A. N. Khatri, EM (I/c) Shri K. E. Sunilkumar, Dy.EM(I/c) Shri M.S.Mohite, Sr. AEM (SD) Shri V.K.Karvande, EE (ND) Shri S.S.Deshpande, SAEM (CD) & (Bunder)	9967345551 9892237160 9819474494 9664123645 9987443137 9322899152
10.	To provide the required information to FA&CAO for quinquennial assessment of Port Authority let out properties by MCGM	Every 5 years and whenever required.	Shri V.K.Karvande, EE(ND) Shri M.S.Mohite, Sr. AEM (SD) Shri S.S.Deshpande, SAEM (CD) & (Bunder)	9987443137 9664123645 9322899152
11.	Maintenance & updating of title Deeds, Agreements and related land records of lease, tenancies etc. of the department.		Shri V.K.Karvande, EE	9987443137

Sr. No.	Services	Time Line	Officer responsible for delivery of service	Contact No.
12.	Replies to letters received from MPs/MLAs/Minister/Leader of Opposition	7 days	Shri V.K.Karvande, EE,(ND) Shri S.G.Parab AEM-Gr.I (ND) Shri Jagvir Singh AEM Gr-I (ND) Shri S.S.Deshpande, SAEM (CD) & Bunder Shri G.R. Naresh, AEM Gr-I (Bunder) Shri M. M. Adate AEM Gr-I (CD, unit 5 & 6) Shi A.D. Hardikar (CD, unit 7 & 8) Shri M.S.Mohite, Sr. AEM (SD) Shri D. V. Patil, AEM GR-I (SD, unit 9 & 10) Shri G.T.Hire ATM GR-I (SD unit 11 & 12) Shri S.S. Bapat AEM GR-I, (EDP/General Section) Smt. Shubhangi Rawool, Administrative officer	9987443137 9892817138 8169346284 9322899152 9967022321 7977768836 9869452593 9664123645 9975268489 9869919169 9869407944 8369784456
13.	RTI Applications /Appeals	30 days	Shri A. N. Khatri, EM (i/c) (Appellate Authority) Shri K. E. Sunilkumar, Dy.EM(i/c) (CPIO) Shri Vinod Karvande, EE (GIS/ND) APIO Shri M. S. Mohite, SAEM (SD) APIO Shri S.S.Deshpande, SAEM (CD) & (Bunder) APIO	9892237160 9819474494 9987443137 9664123645 9322899152
14.	Revision of SoR	Every 5 years	Shri Shri A. N. Khatri, EM (i/c) Shri K. E. Sunilkumar, Dy.EM(i/c) Shri S.S.Bapat, AEM (Gr.I)	9892237160 9819474494 9869407944

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 27001:2022 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. All the three ISOs are recertified in August 2024 for further three years, upto August 2027. 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

Sl. No.	Subject	Circular No.
1	Pre-shipment facilities for storage of Export Cargo	TM/A/15-22/32 of 2024-25 dated 10.11.2025 (Valid till 11.11.2026)
2	Rationalization of Tariff for Cruise Vessel	TM/B/11/27 dated 03..11.2025 (Valid till 31.3.2026)
3	Cargo manifested under 'NIL' marks	TM/D/13/12 dated 15.6.2023
4	Policy / SOP for Construction/Repairs of Vessels / Ships at Lakri Bunder South / Powder Works Bunder	i) TM/B-10/22 of 2025-26 dated 14.9.2025 ii) TM/B-10/49 of 2025-26 dated 4.3.2026
5	Volume Based Discount Scheme (VDS) for Dry & Break Bulk Cargoes handled at MbPA Docks and facilities at Outlying Operation Area	TM/M-13/VDS/13 of 2025-26 dated 18.6.2025 (Valid till 31.3.2026)
6	Concessional Scheme to attract Import Pulses / Foodgrains / Sugar	TM/M/13/37 dated 4.12.2025
7	Handling of Import Containers at Mumbai Port	TM/Circular-48 of 2025-26 dated 2.3.2026 (Valid till 31.3.2027)
8	Business Enhancement Scheme	TM/Z/1-45 dated 19.1.2026 (Valid till 31.3.2026)

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 MbPA 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 7 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 7 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 7 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	Smt.C.Premakumari Manager HR	manager.hr@mumbaiport.gov.in	66564066 9847049028
Finance Department	Smt. Madhuri Varade, Financial Adviser & Chief Accounts Officer	fa@mumbaiport.gov.in	66564041 9821080746
Traffic Department, OBL, Railways & P&R Divisions	Shri Vipin Menoth, Traffic Manager	tm@mumbaiport.gov.in	66564051 66564055 9188050700
Civil Engineering Department	Shri A.W. Kardhekar Chief Engineer (I/c)	chiefengineer@mumbaiport.gov.in	66564031 9869466063
Mechanical & Electrical Engineering Department and Materials Management Division, EDP & T/E Wing	Shri. Kadekuzhi Ramesh Chief Mechanical Engineer	cme@mumbaiport.gov.in	66566500 9446464050
Marine Department	Capt. Pravin Kumar Singh, Deputy Conservator	dc@mumbaiport.gov.in	66564021 9769697077
Medical Department	Dr. R.H.Agrawal Chief Medical Officer	cmo@mumbaiport.gov.in	66567700 9821818208
Vigilance Department	Shri S.M.Deshmukh, Dy. Chief Vigilance Officer	sm.deshmukh@mumbaiport.gov.in	66564081 9869287115
Estate Division	Shri A.N. Khatri, Estate Manager (I/c)	estatemanager@mumbaiport.gov.in	66564071 9892237160

List of Central Public Information Officers

Department/ Division	Name & Designation	Tel. No.	Mobile No.
			Email id
General Administration Department	Shri P.H.Salvi, Sr.Dy. Secretary (GAD)	6656 4125	9004686460
			ph.salvi@mumbaiport.gov.com
	Shri M.L. Parkar, Dy. Secretary (Human Resources Section & IR Section)	6656 4018	9869477410
			ml.parkar@mumbaiport.gov.com
	Smt. M.R.Kelkar Welfare Officer (Welfare Division)	6656 4259	9920966683
			mr.kelkar@mumbaiport.gov.com
	Shri Suhas Nandagawali Sr. Law Officer (Legal Division)	6656 4126	8329867663
			sn.nandagawali@mumbaiport.gov.in
	Shri N.S.Acharekar, Asstt. Security Officer (Sr.) (Security Division)	66565650	9867112915
			ns.acharekar@mumbaiport.gov.in
Marine Department	Capt. Abhijeet Dubey, Dock Master	6656 5057	9969928971
			a.dubey@mumbaiport.gov.in
Finance Department	Smt. Nilima Parab Dy. Chief Accounts Officer	6656 4305	9820435505
			nn.parab@mumbaiport.gov.in
Traffic Department	Shri I.S. Swami Dy. Traffic Manager (HO)	6656 4053	98693800145
			i.s.swami@mumbaiport.gov.in
	Shri R.J.Sawant Sr.Dy. Traffic Manager (Resources)	6656 5675	9969016155
			rj.sawant@mumbaiport.gov.in
	Shri. Dilip Kolekar Sr. Asstt. Traffic Manager, Railway Division	66565151	9730293841
			dk.kolekar@mumbaiport.gov.in
Mechanical & Electrical Engg. Department	Shri S.U.Jadhav Superintending Engineer	66566506	9224674594
			su.jadhav@mumbaiport.gov.in.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

Department/ Division	Name & Designation	Tel. No.	Mobile No.
			email ID
Medical Department	Smt. P.C.Nibre Sr.Administrative Officer	6656 7705	9920841515
			pc.nibre@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 K.E.Sunilkumar, Sr. Asstt. Estate Manager	66564452	9819474494
			ke.sunilkumar@mumbaiport.gov.in

14. Particulars of Key Officials:

Name and Designation	Address/Phone No
Dr. M.Angamuthu 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 Vikas Verma Chief Vigilance Officer	Vigilance Department, 3 rd floor, Krupanidhi, 9, Walchand Hirachand Marg, Ballard Estate, Mumbai – 400001. Tel. 022-66564080

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	Smt.C.Premakumari, Manager(HR)	2nd floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel No. 022-6656 4066
Traffic Department	Shri Vipin Menoth Traffic Manager	1st floor, Port House, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai – 400 001. Tel: 022-66564051 Direct: - 022-2261 4391
Marine Department	Capt. Pravin Kumar Singh, 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. Madhuri 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.W. Kardhekar Chief Engineer (I/c)	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. K. Ramesh Chief Mechanical Engineer	MEED's Office, Shashwat Bhavan Old ABB Building) 2 nd floor, Dr. S.B.Path, Old Goa Street, Fort, Mumbai 400 001. Tel: 022-6656 6500
Medical Department	Dr. R.H. Agrawal Chief Medical Officer	Mumbai Port Authority Hospital, Wadala (East), Mumbai – 400037. Tel:022-6656 7700

15. List of Stakeholders and Clients

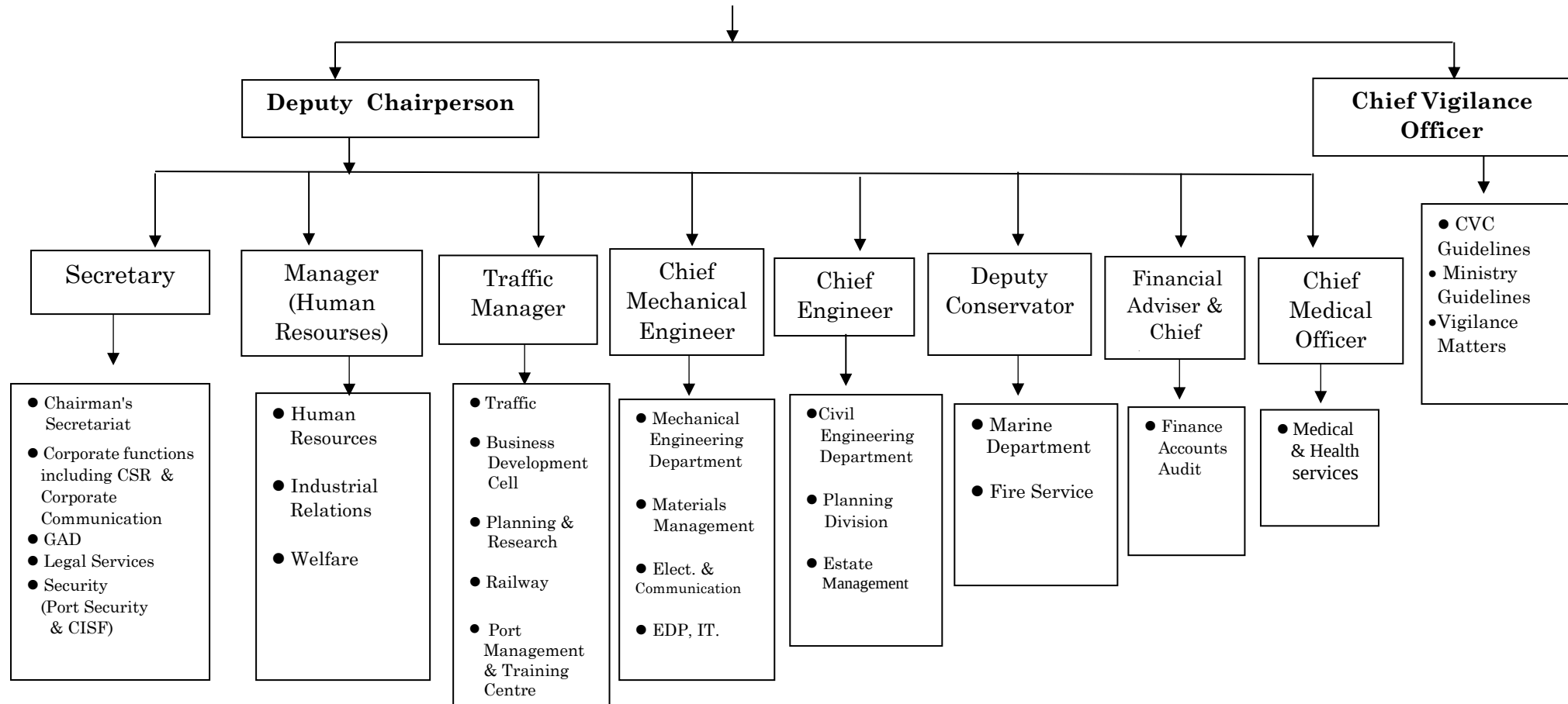
Sl. No.	Stakeholders/Clients
1	Ministry
2	Port Users (Vessel Agents / Custom House Agents / Stevedores / Importers / Exporters/ Trade Licensees)
3	Other users
4	Tariff Authority for Major Ports
5	Government organisations and its various departments
6	Maritime Industries & Citizens of India
7	Railways
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