



No. TM/B-1/ 17

of 2026-27

Date: 29 JUN 2026

As per List

Sub: Tender No. 1 / 2026 – Integrated cargo handling operations at
Indira Berths on O&M basis - Standard Operating Procedure
(SOP) / Process Flow for Import and Export Cargo-Reg.

Ref: (i) Trade Notice-Lr.No.TM/O&M/08 of 2026-27, Dt: 08.05.2026.
(ii) Trade Notice-Lr.No.TM/B-1/16, Dt: 23.06.2026.

In continuation to the Trade Notice(s) under reference above, it is
informed that the O&M operators shall take over the cargo handling operations at the
two (2) Clusters of Indira Docks, w.e.f 01.07.2026 and therefore, Standard Operating
Procedure (SOP) / Process flow for Import (O&M) and Export (O&M) has been
compiled and enclosed for guidance of all the stakeholders.

Stakeholders are requested to coordinate with the respective O&M
operators for planning, handling, storage, evacuation, receipt & delivery of cargo and
any other value added services.

It is requested to give wide publicity among your esteemed members for
information of all concerned.

Encl: Two SOPs / Process Flow


29.06.2026
(VIPIN R. MENOTH)
TRAFFIC MANAGER

STANDARD OPERATING PROCEDURE (SOP) / PROCESS FLOW FOR IMPORT CARGO (O & M)

i. Submission of Berthing Application :

The Vessel Agent submits berthing application through National Logistics Portal(NLP).

ii. Submission of IGM :

The Vessel Agent uploads the Import General Manifest (IGM) copy on the Customs ICEGATE portal, and the same is reflected in the EBS-IPORTMAN System.

iii. Berth Allotment :

Berth is allotted by MbPA as per MbPA Berthing Policy as decided during the Operations General (OG) meeting.

iv. VCN IGM Link :

Vessel Agent will link VCN with IGM in IPORTMAN System.

v. Discharging, Trucking and Storage of Import Cargo :

The Operator arranges for the discharge of cargo from the vessel, transportation and storing at the respective allotted areas, depending on the cargo requirements. The Operator shall take custody and ensure proper tally. In case of direct delivery, Operator shall ensure payment of Wharfage, in advance prior to commencing discharge.

vi. Recording Operations at Berth :

While discharging cargo/containers, a discharge tally for cargo discharged from vessel / barge is to be maintained by the Operator. The tally should properly record discharge time, idle time, marks, description, condition of packages, number of packages, and weight. In the case of Containers, Container Nos, Size, Seal No should be properly recorded.

The Operator shall prepare daily reports as per formats provided and submit them to MbPA. Further, the Operator shall feed the daily discharged tonnage, tally sheets and idle time in the EBS-IPORTMAN System.

vii. Recording Yard Receipt of Stored Cargo at Sheds/Open Areas :

The movement/shifting of cargo from the discharge location to the storage location, and the storage of cargo in sheds and open areas, is to be carried out by the Operator. The operator shall ensure safety and security of the cargo being stored. The Operator is expected to store the cargo item-wise, mark-wise, and party-wise to facilitate proper delivery. The Operator receiving the cargo shall also record the yard receipt of the cargo in EBS-IPORTMAN.

viii. Completion of Vessel Operations :

Upon completion of discharge operations, the Operator shall update the Vessel Completion Date (VCD) in the EBS-IPORTMAN system.

ix. Submission of Bill of Entry :

The Importer or Customs House Broker (CHB) submits the Bill of Entry in the Customs ICEGATE system, which is reflected in the Port EBS system through the National Logistics Portal (NLP). If the same is not reflected in the EBS system, or if the data remains in draft mode, due to any error or omission, the CHB shall submit it in the EBS system and upload a soft copy of the Bill of Entry. MbPA will verify and approve it in the EBS system.

x. Assessment of Charges :

After submission and approval of the Bill of Entry in the Customs ICEGATE system/EBS system, the Importer or CHB assesses the wharfage charges (not demurrage) in the EBS system. MbPA approves the assessment, following which the Importer/CHB confirms the assessment in the EBS system. Thereafter, a Proforma Invoice is generated and displayed in the AR Invoice Cargo form in the EBS system.

xi. Import Application :

After confirmation of charges in the EBS system and before obtaining physical delivery of the cargo upon completion of Customs procedures, the Importer or CHB submits an Import Application in the EBS system, which is approved by MbPA.

xii. Agent Delivery Order (ADO) :

The Vessel Agent submits the Agent Delivery Order (ADO) through the National Logistics Portal (NLP), which is reflected in the EBS system. If the same is not reflected in the EBS system, the Vessel Agent shall re-submit it in the EBS system. MbPA will verify and approve it in the EBS system.

xiii. Customs Out of Charge :

After filing the Bill of Entry with Customs, the CHB as per directives of Customs gets the goods examined by Customs. Thereafter, Customs issues the No Objection Certificate (NOC)/Out of Charge (OOC). The OOC is received in the EBS-IPORTMAN system through NLP. If the same is not reflected in the EBS system, or if the data remains in draft mode due to any error or omission, the CHB shall submit it in the EBS system and upload a soft copy of the Out of Charge. MbPA will verify and approve it in the EBS system.

xiv. Shed Delivery Request :

Upon submission of Bill Of Entry, Out of Charge, Agent Delivery Order and advance wharfage payment, the Importer/CHB then submits a Shed Delivery Request in the EBS system, which is checked and approved by the Assessor at the Cash Office. Thereafter, the Cargo Final Order is generated and approved by the Assessor, followed by approval from the Auditor. Subsequently, if the PD account has adequate balance, the final Tax Invoice is generated for recovery of Wharfage Charges and Administrative Charges (for defacing stamp duty charges).

xv. Vehicle In and Port Entry Permit :

The empty trailer enters docks on valid permit from Port gates. The entry is recorded in ACS, data flows to IPORTMAN.

xvi. Shed Delivery Order & Delivery Gate Pass:

After completion of Customs formalities and payment of MbPA Charges, the Importer/CHB approaches the Operator who handled the cargo. The Operator verifies the Bill of Entry, Agent Delivery Order, Customs Out of Charge, payment of MbPA Charges, payment of Stamp Duty, recover their charges and then loads cargo on vehicle for delivery and prepare gate pass in duplicate. One copy of gate pass is handed over to CHB / Importer and another copy is retained by O & M operator. O & M operator shall verify completion of all Customs and MbPA formalities and correctness of cargo loaded on vehicle for delivery. The gate pass and yard delivery update shall also be entered in Port EBS by O & M operator.

The Yard In-charge also endorses the Bill of Entry (Shed Passing) on a daily basis until completion of delivery.

xvii. Operations at the Out Gate of Docks:

The loaded vehicle then proceeds to the gate and driver hands over Gate pass to the Gate Keeper. The Assistant/Gate Keeper compares the particulars, such as marks and quantity, appearing on the Gate Pass with the packages on the truck/vehicle through physical verification and satisfies himself that the goods conform to the particulars shown on the Gate Pass.

The Gate Keeper then allows the vehicle carrying the goods to pass through the gate. At the end of shift, Gate Inspector will endorse on Bill of Entry, No. of packages passed out.

In case of part delivery, the Bill of Entry is handed over to CHB / Importer under acknowledgment. On completion of delivery, the Gate Inspector arrange to send the Bill of Entry to CDO.

The Gate Inspector updates the "Gate Out" form after verifying the details as per the Gate Pass.

xviii. Operations at the OUT Gate of Docks Manned by Customs :

The loaded truck/vehicle then approaches the OUT lane of the gate, which is manned by Customs officials. Customs carries out the necessary checks at the gate as per the prescribed procedures for import cargo. The truck loaded with import cargo then proceeds for CISF checking.

xix. Operations at the OUT Gate of Docks Manned by CISF :

After clearance from Customs, the truck loaded with import cargo reaches the exit gate manned by CISF. CISF personnel carry out the necessary checks.

Upon completion of the checks by the above-mentioned agencies, the truck loaded with import cargo is allowed to exit through the Port Dock Gate.

xx. This SOP / Process Flow is subject to change, particularly on integration of systems, changes in IPORTMAN functionalities and implementation of new Access Control System (ACS).

STANDARD OPERATING PROCEDURE (SOP) / PROCESS FLOW FOR EXPORT CARGO (O&M)

i) Allotment of Rotation No

After receiving VCN and submitting all necessary documents with Customs, Rotation no. will be allotted and details received in IPORTMAN.

ii) VCN Link Details :

Vessel Agent will link the VCN and Rotation no. in EBS-IPORTMAN system.

iii) Vessel Carting Permission:

Vessel Agent makes carting request in IPORTMAN by indicating the locations. MbPA/O&M operators will approve for their respective areas.

iv) Submission of Shipping Bill :

The Exporter/CHB will submit Shipping Bill with Customs and same is received in IPORTMAN. If all data is correctly received then the submission will receive in approved mode else the Exporter / CB has to re-enter all information/update existing information in the Shipping Bill screen while attaching the soft copy of shipping bill for verification. MbPA will verify the submission and will approve/reject the same.

v) Shed Carting Permission:

CHB obtain carting permission on behalf of exporter, as per shipping bill/commercial invoice, to bring the cargo in for Export indicating cargo details as well as location for carting of cargo. MbPA/O&M operators will approve for their respective areas.

vi) Cart Chit/CGP preparation:

After obtaining the online carting permission through EBS-IPORTMAN system, CHB/ Exporter prepares CGP gate pass with cargo and vehicle details in system and approaches the gates for Dock entry.

vii) Cargo Receiving at Gate :

When the vehicle carrying the export goods is at the entry gate, gate staff will update "Gate In" form and verify the cargo as per shipping bill and record the gate in date, time and quantity. The gate staff will make endorsement on checklist/shipping bill.

In case where export cargo brought by rail, exporter/ CHB hand over Rail Receipt (RR) to Railway Division. O&M Operator will record rake loading/unloading sheet.

viii) Cargo Storage at Location (Yard Receipt) :

MbPA/O&M staff, as the case may be, will update "Yard Receipt" in EBS-IPORTMAN and record receiving date, time and quantity. The Yard in charge will make endorsement on checklist/shipping bill.

ix) Conversion of Shipping Bill (Old to New) :

When the cargo is brought in on Check List/dummy shipping bill, the concerned Exporter /CHB will convert the check list into shipping bills as per requirement. MbPA will approve the same.

x) Payment of Port and other Charges :

Exporter/ CHB makes advance assessment of cargo related charges in IPORTMAN/IPOS. After assessment, the charges will be auto approved. Thereafter, CHB/Exporter will confirm the charges. After confirmation of charges Pro-Forma Invoice will be generated. It can be viewed in AR Invoice- cargo.

xi) Examination of cargo :

Customs examines the cargo as per their requirement and issues Let Export Order (LEO) before loading of cargo.

xii) Let Export Order :

The LEO is to be received in IPORTMAN system automatically, failing which CHB will enter the details and MbPA will verify and approve. Accordingly, cargo will be treated as ready to export.

xiii) Berth allotment :

Berth is allotted by MbPA as per MbPA Berthing Policy as decided during the Operations General (OG) meeting.

xiv) Export Application/Export Ready Application :

Exporter/CHB shall update Export Application and Export Ready Application in EBS-IPORTMAN system. MbPA will verify and approve in the EBS system. This will show the readiness of cargo for loading.

xv) Shifting of Cargo to Hook Point :

The O&M Operator shall verify Shipping bill details, LEO and payment of MbPA charges prior to shifting of cargo to hook point. O & M Operator/CHB as per arrangement can thereafter shift the cargo from storage to hook point as per requirement of loading operation.

xvi) Berth Operation :

At the loading point, the O&M/Terminal staff shall verify the Let Export Order for the cargo as well as confirmation of advance assessment of Port charges including demurrage, if due and allows loading of cargo onto the vessel.

While loading cargo/containers, a loading tally is to be maintained by the Operator/Terminal. The tally should properly record loading time, idle time, marks, description, condition of packages, number of packages, and weight. In the case of Containers, the Container Nos, Size and Seal No. should be properly recorded.

The operator shall prepare daily reports as per formats provided and submit it to MbPA. Further, the Operator/Terminal shall feed the daily loaded tonnage, tally sheets and idle time in the EBS-IPORTMAN system.

The O&M operator shall update vessel operation commencement and completion in IPORTMAN.

xvii) IA/EA Closure :

CHB applies for IA/EA closure in IPORTMAN thereafter tax invoice is generated.

xviii) Back to town cargo :

In case of back to town cargo, the Exporter/CHB will make request in IPORTMAN along with Customs permission. MbPA will verify and approve the same. Thereafter, Operator shall prepare gate pass.

- xix) This SOP is subject to change, particularly on integration of systems, changes made in IPORTMAN functionalities and implementation of new Access Control System (ACS).
