# MUMBAI PORT AUTHORITY
# Finance Department

No.FA/ACC/236/ September, 2025

Minutes of the Customer Consultation meeting **held with the Port Userson revised Draft at MbPA SOR in the Board Room on 12.9.2025 at 3.30 p.m.**

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**Present :**

1. Shri Vipin Menoth, Traffic Manager
2. Smt. Priya Dabholkar, Sr. Dy.CAO
3. Shri Pravin Kumar Singh, Dy. Conservator
4. Shri P.P. Rao, Sr. Dy. CAO
5. Shri R. J. SawantSr. Dy. Traffic Manager
6. Shri S.H. Tiwari,, Sr. Dy. Traffic Manager
7. Shri Vadada Sridhar,, Sr. Dy. Traffic Manager
8. Shri Raj Vinod. Sr. Dy. Traffic Manager
9. Smt. N.N. Parab, Dy. CAO
10. Shri A.B. Zarker Dy.TM (Hamallage)
11. Shri N. W. Gawande, Adviser Traffic
12. Shri R.A.Sawant, Sr. Asstt Traffic Manager
13. Shri C.G.Kewat, Asstt Admn Officer (OBL)
14. Shri K.L.Sache, Dy Estate Manager
15. Shri Jayant Redkar, A.O. Marine Dept.

**Customer Representation**

16. Shri Uthay Kumar, Secretary General, MANSA
17. Shri Piyush Pal Singh, CEE, M/s Shaan Marine Services Pvt.Ltd.
18. Captain Viki Mazumdar, General Manager JM Baxi.
19. Shri Harendra Choudhari, Manager, Shipping Corporation of India.
20. Ms. Krishna Kundalia, Manager, M/s Shrikrishna Stevedore Pct. Ltd.
21. Shri Vikas Singh Operations Exe, M/s Shrikrishna Stevedore Pvt. Ltd.
22. Shri Arun Shedge, Dy. Manager ICTPL
23. Shri Prakash R. Boag, Consultant BCBA

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Traffic Manager welcomed the officials present and requested F.A. & CAO (I/C) to put forth the issue raised by the customers / stakeholders on the Draft SOR circulated to the trade. F.A. & CAO (I/C) presented the issues in a structured manner, with each issue addressed in sequence and following are the excerpts of the discussion.

**I. Timeline and Implementation of Revised SOR**

Stakeholders expressed concern regarding the limited interval between notification and implementation of the revised SOR. M/s. Shaan Marine Service, member of MANSA, expressed that the previous SOR was effective from 01.05.2025 and the current revision is proposed within short time. Shri P.P. Rao, Sr. DyCAO, clarified that the revision during May 2025 was due to indexation as per Tariff Policy and the proposed revision is part of a triennial review cycle, and the timeline adhered to standard procedural norms. It was also informed that due notice was given to the trade. The Traffic Manager added that SOR Indexation was formulated and are arrived after benchmarking with other major ports and due diligence. It was also clarified that the SOR indexation should not be construed as Revision of SOR Escalation of SOR and Indexation % is based on the achievement of the Performance standards declared in the SOR.

**II. Security Deposit vs. Bank Guarantee**

MANSA representatives requested for reinstatement of the Bank Guarantee mechanism in lieu of the proposed Security Deposit, citing financial disadvantages. The Traffic Manager noted that the Security Deposit system is in alignment with practices followed at other major ports and shall facilitate Ease of Doing Business (EODB). MANSA requested that the customers may be given the option to convert to Security Deposit at the time of renewal of the Bank Guarantee. Traffic Manager informed that the above feasibility of offering Security Deposits instead of Bank Guarantees at the time of renewal of Bank Guarantees would be examind. It was also clarified by the Port officials that the issue was not directly related to the Revision of SOR.

**III. Penal Charges on Storage**

M/s Shrikrishna Stevedores Pvt. Ltd. (SKSPL) mentioned that penalty by way of unauthorised occupation charges is levied even for continued occupation of storage space allotted requests for extension furnished before expiry of permitted period. Traffic Manager advised that extension requests must be submitted in advance to avoid penal charges. Sr. Deputy Traffic Manager (OD) confirmed that procedural timelines are embedded in the permission letter and will be enforced accordingly. It was also further clarified that the issue was not related to the Revision of the SOR and relates to day to day operational aspects, which can be addressed separately.

**IV. Double Banking Charges**

Stakeholders sought clarification on the applicability of double banking charges in addition to port dues and pilotage. The Deputy Conservator affirmed that such charges are legally tenable and prevalent across other ports. The Traffic Manager indicated that concessions may be considered in cases of additional cargo commitment by the trade in the future.

**V. Validity of Vessel Call Number (VCN)**
The issue of VCN validity was raised, with stakeholders requesting continuous applicability beyond 30 days. The Deputy Conservator clarified that validity is operationally permitted to avoid repetitive issuance of VCN and was part of the Ease Of Doing Business" initiatives. It was further noted that port dues are levied periodically, as applicable through SOR. However, the applicability of Port Dues, as requested shall be included i.e., once in a month.

**VI. Storage Charges are High**
M/s Shree Krishna Stevedores Pvt. Ltd. expressed concern over the high storage charges. The Traffic Manager clarified that in the proposed Draft SOR, there is no increase in the rate. It was also informed that MbPA had extended storage free period for cargos like Fertiliser, Gypsum, etc. (the same are incorporated in the proposed SOR) and requested all concerned to avail the facility and increase the cargo volumes through Mumbai Port.

**VII Wharfage Rate of Liquid Cargo :-**
Stakeholders expressed concern over the wharfage charges for liquid cargo are high and there is need to reduce it. The Deputy Conservator clarified that the existing rates remain unchanged and are most competitive as compared to the neighbouring ports.

**VIII. Vessel Shifting Charges**
The matter of pilotage charges for anchorage movements was discussed. The Deputy Conservator explained that charges are based on tug involvement and operational risk. It was also clarified that wherever the shifting of vessels was on account of the Port Convenience the trade was not burdened. The "Port Convenience" has been adequately described in the SOR.

**IX. Interest on Deposits and Penalty Structures**
Representative from M/s Shaan Marine Services mentioned that port is obliged to pay interest on delay of reunds. Shri P.P. Rao, Dy CAO informed that the same will be updated suitably.

**X. Royalty Charges for Private Labour Usage**
Stakeholders objected to the levy of 50% royalty charges when using private labour. Traffic Manager informed that the same shall be examined, customer wise, based on the incremental cargo volume; etc.

**XI. Definiton of Day** MANSA proposed revision of day to 0000 hrs of a day to end of 0000 hrs of following day. Sr Dy TM (OD) explained on the reason for the existing definition of Day viz. from 0730 hrs to 0730 hrs of the following day and the implication on the operation viz. cargo delivery, etc. and Trade agreed for continuing with the existing definition.

**XII. Definition of Transshipment Cargo**

Stakeholders requested inclusion of rail/road modes for transshipment cargo. Traffic Manager mentioned that the existing definition is in line with that at other major ports and informed that the request shall be exiamined.

**XIII. Vessel completion date (VCD) clarification**

**M/s. SKSPL and MANSA suggested that VCD definition at** xxxi(b) to be replaced with whichever is later instead of earlier. Traffic Manager mentioned the the definition is in order and the proposed Draft SOR also provides with ample clarity in regard to the procedure for levy of demurrage on cargo dischargs in Barges at Hay Bunder and Haji Bunder.

**XIV. Vessel Conversion Status**

The issue of converting vessel status from foreign to coastal and vice versa was raised. The Deputy Conservator clarified that such conversion is permissible only within port limits. The Traffic Manager informed that the existing definition is in line with that at other Major Ports and mentioned that the request shall be examined.

**XV. Operational Issues at OCT Berth**

MANSA and representatives of M/s. Shaan Marine Services and M/s. J.M.Baxi raised concerns for levying shifting charges on non-RORO vessels for accommodating RORO / PCC vessels. Sr Dy TM (OD) mentioned that in the Draft SOR, MbPA proposed that the outward shifting from OCT to stream shall be on port account and the inward shiting from stream to OCT shall be on the Non- RORO vessel account. MANSA and other vessel agency representatives requested to look into the issue for considering both outward and inward shifting on port account or to levy from the RORO /PCC vessel. Traffic manager mentioned that issue shall be examined.

**XVI. Lighterage Charges**

Stakeholders proposed a reduction in lighterage charges from 68% to 60%. The Deputy Conservator agreed to examine the issues in future.

**XVII. IGM Filing for Sister Ports**

Difficulties in filing IGM for cargo destined to Karanja and Dharamtar via lighterage were highlighted. The Deputy Conservator acknowledged that integration with NLP systems would be explored.

**XVIII. Advance Notice for Indexed SOR**

Stakeholders requested a minimum 30-day advance notice prior to implementation of indexed SOR. Shri P.P. Rao, Sr.Dy CAO informed that the same shll ensured, as SOR shall be implemented only after 30 days of notification in the Gazette.

**XIX. Port Rail Charges High**

M/s SKSPL, mentioned that the storage charges for usage of sheds for storting domestic rail cargo is charged on per day basis and are exorbitantly high when compared to the charges prescribed for port cargo stored at

adjacent sheds and requested MbPA to bring the railway storage charges on par with port cargo. After detailed deliberation, it was concluded that tariff for storage of domestic rail cargo was not increased in the proposed SOR and due to the limitation in the number of sheds available for storage of domestic rail cargo, customers should make efforts to evacute the cargo from the railway sheds at the earliest.

**Conclusion:** Traffic Manager, Dy Conservator and FA & CAO (I/c) acknowledged the constructive nature of the deliberations and assured that all genuine concerns would be duly examined. While not all suggestions may be feasible for immediate implementation, the Port remains committed to promoting operational efficiency and stakeholder facilitation. The meeting concluded with a vote of thanks to the Chair.