

MORMUGAO PORT AUTHORITY



आईएसओ 9001-2015 पत्तन
AN ISO 9001-2015 PORT

**(Ministry of Ports, Shipping & Waterways
Govt. of India)**

CITIZEN'S CHARTER

- *Offline Charter is maintained in the office and made available as an when requested by Vendors / Users.*
- *Online Charter is available on MPA web site (<https://www.mptgoa.gov.in>)*
- *For any suggestions / improvement in the Citizen Charter kindly mail us at secretary@mptgoa.gov.in your suggestions are of immense value to us.*

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1) Vision :

The port of Mormugao intends to serve as a catalyst in the economic development of the state of Goa carrying out public trust to manage and develop resources to meet the needs of today without compromising the future for port led prosperity of the country and coastal community development.

Mission :

- Enhance core competencies with full thrust potential to achieve overall customer satisfaction with ease of doing business.
- To capitalise on Goa's touristic charm and evolve as a touristic economic zone by developing cruise tourism in the state and other allied activities.
- To create infrastructure of dynamic nature for adaptation towards changing world standards scenario.
- To develop the ideal administration for Mormugao Port to strengthen the economy and living standards in the region.
- To create sustainable added value together, while protecting environmental, economic and social interest.
- To maintain ambient Air Quality and Water by adopting Preventive Environmental Protection Measures.

2. Quality Policy

The Port is committed to maintain user-friendly approach, provide services of certain quality and standard unparalleled elsewhere. The Port is an ISO compliant Port since December 1997 and has been conferred with ISO 9001:2015 Certificate by M/s. Indian Register Quality Systems on 06.02.2017.

1. MPA strives to exceed customer expectations while offering integrated sea port facilities and other related services that are reliable, safe, effective, fit for their intended purpose and meet all applicable requirements.

2. MPA is committed to maintaining a Quality System that ensures the operations are within the set financial goals and objectives to establish a competitive position in the market, meeting the needs and expectations of stakeholders and to continually improving the effectiveness of the Quality Management System.

3. OUR MAIN SERVICES

Sr. No.	Our Services and Transactions	Our Service standard
1	Reducing turn around time of ship	60 Hrs.
2	Allotment of berths to vessels	Daily.
3	Lease / License and renewal of existing lease/Sub-lease	Leasing of remaining land which is not required by the port within the target dates.
4	Pilotage	34 minutes.
5	Availability Harbour Mobile Cranes	Loading and Unloading of cargo in minimum time.
6	Maintenance of all port cranes, tugs etc.	To up keep the equipment in good working condition.
7	Construction and maintenance of civil structures, roads, jetties, wharves etc.	Relevant applicable Indian Standards Timely completion of works.
8	Providing loco services for railway shunting for loading/unloading operations	Excellent.
9	Allotment of storage area inside the wharf	Achieved.
10	Allotment of gangs for cargo operation	Achieved.
11	Raising of bills and services	Within 5 working days of receipt of documents completed in all respects.
12	Electrical power supply complaints	Within one day.
13	Payment to contractors / suppliers	Within 5 working days of receipt of bills completed in all respect.
14	Vendor Registration	Completion of registration within stipulated time.
15	Registration of contractor (civil works upto 10 lacs)	Completion of registration within stipulated time.
16	Supply of fresh water to ships and at berths	within 2 days.
17	Prevention of fire occurrence and control in event of occurrence	Immediate.
18	Complaints regarding bribe and corruption	5 days.

Sr. No.	Our Services and Transactions	Our Service standard
19	Monitoring CPGRAM and citizen charter and submitting of quarterly report to ministry of shipping	60 days.
20	i) LT Power supply Service Connection to Port Users ii) Temporary LT power supply service connection to Port contractors	Power supply for Port users at berth for operation / construction site.
21	Medical treatment facility	100%
22	Monitoring of Ambient Air Quality data by installing CAAQMS Station at Port Institute Bldg., Vasco.	Continuous Air Quality data such as PM2.5, PM10, SOX & NOX is uploaded on CPCB/GSPCB Server.

4. Our Commitments

- i. **Cruise Berthing:** Dedicated Cruise Berth for cruise Passenger Vessels has been provided with permissible LOA of 300 meters with draft of (-) 9.50 meters. To facilitate passengers, a Cruise terminal equipped with baggage scanners, Metal Detectors, Firefighting system etc. is in operation from 22.12.2016, wherein all the facilities like Immigration, Customs are facilitated at berth itself.
- ii. **Mooring Dolphins:** Six mooring with draft of 13.10 mtrs. dolphins capable of accommodating Panamax size vessels are also available for handling ore and other bulk cargo using ships own gears. At present only Mooring Dolphin 1, 2 & 3 are in operation.
- iii. **Liquid Cargo Berth:** Special facilities for handling petroleum products and other liquid cargo like phosphoric acid, caustic soda, ammonia, molasses, etc., are available at berth no.8. The berth is equipped with remote operation firefighting facility as per OISD 156.

- iv. Multipurpose General Cargo Berths:** The Port has also provided two modern Multipurpose General Cargo berth no.10 &11 with a combined length of 480 mtrs. and draft of 12.8 mtrs. each. Vessels upto 225 mtrs. LOA (Panamax vessel) can be handled. Covered and open storage accommodation is provided adjacent to the berths. Rail and Road facilities are available for clearance of cargos. 2 nos. 100 tonne capacity electronic weigh bridges are provided for weighment of trucks. 84 refer points are provided for maintaining low temperatures to service refrigerated containers. Mormugao Port has facilities for handling dry bulk, break bulk cargo oil tankers and containers at berth no. 10 & 11.
- v. Mechanised Cargo Discharge Facility:** Berth no. 5 & 6 are developed with combined length of 450 mtrs. and depth of 14.10 mtrs. with mechanized cargo discharge facility on BOOT basis as a common users facility (Rated capacity of 19.60 million tonnes / annum) by private operator M/s. South West Port Ltd. The permitted capacity for Berth No.5 is 2.0 MTPA for handling of steel products and for Berth No.6, limestone 1.0 MTPA and coal / coke 5.5 MTPA. Adequate facilities for receipt/dispatch of cargo by road and rail modes are also provided at the terminal. Berths 5 & 6 built under BOOT which commenced operation in June, 2004 are also available for handling cargos like Coal/Coke, HR coils, limestone, Steel Slabs, etc.
- Berth No. 7 :** Berth no. 7 developed with length 300 mtrs. & depth 14.1 mtrs. with mechanised cargo discharge facility on BOOT basis as a common users facility (Rated capacity of 13.70 million tonnes / annum) by private operator M/s. Adani Ports Ltd. The permitted capacity for Berth No. 7 for handling coal / coke is 5.2 MTPA. Adequate facilities for receipt / dispatch of cargo by road and rail modes are also provided at the terminal.
- vi. Ferry Services from Baina to Panaji:** The services have been inception since 22nd march 2018. For providing Ferry Services from Baina to Panjim, renewal of Licence Agreement will be execution for further period of 5 years with M/s. Drishti Cruise Ferries Pvt. Ltd.
- vii. Mumbai – Goa Passenger Cruise Services:** Development of marine transport led to arrival of Mumbai Goa cruise passenger services with the arrival of first cruise M/s. Angriya, berthing facilities for which are provided at breakwater berth. One more coastal Cruise Liner M.V. Karnika has started in operations from April 2019.
- viii. Full Rake wagon handling railway:** Two Full Rake wagon handling line no. 8 and 8A with 25m wide platform finished with M50 grade paver blocks were commissioned and put in operation for simultaneous handling of two full rakes on single line.

- ix. Storage Area:** Port has developed about 82000m² of storage area behind Berth No 10 & 11 with concrete Paver Blocks. This facility will reduce pollution levels & help in efficient movement of Cargo. Work completed on 15.04.2017.
- x. Environmental Monitoring Cell:** Port has constituted Environmental Monitoring Cell since March 2019. Special emphasis is given for monitoring of Air & water quality compliances of EC and CTO conditions to deal with legal matters, social and public issues by conducting various environmental awareness programmes.
- xi. Ambient air monitoring stations:-** To monitor air quality surrounding Port operational area and Vasco town. Three nos. CAAQMS stations were installed i.e. (i) Near Mormugao Port Institute, Vasco by MPA (ii) Near D-type quarters at Bogda by M/s. Adani and (iii) Near Ship Building Institute by M/s. SWPL. The air quality data from these stations are continuously uploaded on GSPCB and CPCB servers. Also display boards are installed for public viewing.
- xii. Tree plantation at operational areas:-** As an environmental protection measure, port is maintaining/watering about 3500 nos. saplings planted in the year 2019-20 of Cornea Corpus, Neem and Ashoka saplings around the cargo storage areas at berth no. 9, 10 & 11 by constructing tree beds. The Cornea Corpus species are tall and fast growing trees upto 15 meters height, which form the vertical green barrier and helps in prevention of dispersion of dust particles from the source.
- xiii. Availability of Transhipper:** One Transhipper having an average loading capacity of about 15000 TPD operating in mid-stream and five (5) floating cranes are available with a capacity of 11000 TPD.
- xiv. Monitoring Ambient Air Quality Parameters** such as PM 2.5, PM10, NOX & SOX at CAAQMS Institute, Vasco.

5. **Amenities at the port**

- a. **Berths and Navigational Channel:** Adequate depths are maintained at the berths and navigational channel by annual maintenance dredging. Day and night navigational facilities, pilotage services, tug assistance, pilot launches, water barge and mooring barge are provided round the clock. The Signal Station of the Port provides round the clock communication with the vessels calling at the Port.
- b. **Container Traffic:** To facilitate container traffic and for use of the trade, Port has outsourced the total management of yard handling, transportation of containers within port premises to private party M/s Roadwings, Mumbai for a period of five years.
- c. **Cargo Handling Equipment:** One no. Harbour Mobile Crane (HMC) of capacity 120 MT has been procured under Assistance to States for Developing Export Infrastructure and Allied Activities (ASIDE) Scheme of Ministry of Commerce and Industries. HMC was commissioned and being used for handling Dry Bulk cargo, break cargo & container cargo at this Port.
- d. **Weighbridge:** 02 nos. 100T pitless types Lorry/Road weighbridge with microprocessor has been commissioned on 06/06/2017 and are being operated by M/s. Truck Weigh System (I) Pvt. Ltd., Coimbatore on revenue share basis.
- e. **RFID and BIOMETRIC ATTENDANCE:** Under directions from the MoS, the Port has implemented some of the recommendations made by the Boston Consulting Group (BCG) for enhancement of Port's Operational Efficiency and Ease of doing Business, which includes:
 - Installation of an RFID based Gate Access System for Port Users, Transporters and Visitors. The whole process of application, approval and issue of Harbour Entry Permit is online and can be accessed through Port's website. All the Port Users are now using the new RFID based system for Access in the Port's Custom Bound Dock area.
 - A Biometric Attendance System for the Employees based on an RFID chip enable identity card. Both these systems have been installed through M/s. Kerala State Electronics Development Corporation Ltd., Chennai.
- f. **FIRE TENDER:** 01 No. multipurpose combined foam and CO₂ Fire Crash Tender is available with the Port for round the clock operation.

- g. **VTMS:** As per the International Ship and Port Facility Security (ISPS) code Port has to provide comprehensive set of measures to enhance the security of ships and Port facilities, developed in response to the perceived threats to ships and Port facilities. This necessitates requirement of a fully functional and updated VTMS system at any Port.
- The replacement of VTMS has been completed on 28.02.2018 and is under guarantee for a period of two years followed by annual maintenance contract for a period of 5 years.
- h. **Cannon Mist:** Two nos. mobile Mist Canons are provided to mitigate air borne dust generated at work place while handling Break Bulk Cargo.
- i. **Industrial Road sweeper:** 1no. Industrial road sweeper is provided for cleaning of roads within Port area and also roads in the adjoining city as a Corporate Social Responsibility.
- j. **Water and Bunkering Facilities:** Water is supplied alongside the berths directly from shore facilities and in stream by the contractor engaged by the Port for this purpose. Facilities are available for supply of fuel oil, light diesel oil and high speed diesel oil to vessels visiting the Port at the berth with prior arrangements with oil companies.
- k. **Solar Power Plant :** 50 KW and 150 KW solar power plant has been installed on roof top of main Administrative building and MPA Hospital respectively, and is in operation since 2016 generating approximately 3.40 lakh units per annum.
- l. **Green Port Initiative:** As directed by the MoS, port has taken action to provide Shore power supply to the vessels, being berthed at Breakwater and mole berth to reduce the carbon emission due to running of diesel engines of vessels.
- m. **Dust Suppression Screen :** Erected Dust Suppression Screen 8.0 mtrs. height to prevent dust entering to City & other areas of habitation.
- n. **Hiring of 2 nos. shunting locomotives :** Port has 2 nos. 1400 HP capacity Creep control, diesel electric shunting locomotives hired from M/s. RITES Ltd., Gurgaon, for a period till 31/07/2026 to cater for shunting / movement of rakes and for Silo loading of Rakes inside the Port.

- o. **Provision of 2 nos. Automatic Truck Wheel Wash Units at the Port Exit Gate :** The 2 nos. Automatic Truck Wheel Wash Units at the Exit Gate No. 9 are commissioned on 29.12.2021 and handed over to Port after successful trial. The system is used for removal of the accumulated mud from the tyres of the trucks carrying cargo, so that dust movement is minimized.

6. Projects in the pipeline

- **1. Redevelopment of Berth No. 9 and Three Barge Jetties on PPP Basis:** The project of Redevelopment of Berths 8, 9 and Barge Berths at the Port of Mormugao, Goa, is re-structured by Developing of Berth No 9 and three Barge Jetties only.

- Berth No. 9 was constructed in the year 1978 along with 5 Barge jetties with mechanized handling system in the year 1978 for the export of iron ore. Due to ageing of the mechanic system and the dilapidated condition of the Berth, the mechanization was decommissioned in the year 2015. Port has appointed the Technical Consultant for techno Feasibility Report for Redevelopment of Berth No. 9 and three Barge Jetties. The project is planned for redevelopment for Barge No. 9 of 350m length with back up area of 121000 sq.m. for export of iron ore as a major cargo. Provision of handling of other Bulk cargo is also envisaged. Planned for development on PPP mode.

- To enhance the handling capacity of the Mormugao Port and to provide facilities for handling Bulk cargo, to provide impetus for export of iron ore from the state of Goa and facilities for transportation of iron ore from the region, through Inland water ways.

Govt. of India(GoI) has approved the project in April, 2022 and Request For Qualification (RFQ) floated on 12.05.2022.

- **2. Development of Vasco Bay:** Port proposed to develop Vasco bay, after signing of MoU with Goa Boat Owners Association for setting long pending demand for fishing jetty. The Proposed Projects are:
- Fishing Jetty ---- costing Rs.96 Cr. to be funded by Ministry of Fisheries (GOI) and MoPSW under Sagarmala Scheme.
 - Passenger launch Jetty---- costing Rs. 21Cr.
 - Proposed Jetty for Indian Navy & Indian Coast Guard ----- costing Rs.275 Cr.
 - The above projects will be executed on EPC Mode after obtaining Environmental Clearances and funds from respective Ministries.

- **3. Four Lane Connectivity to NH17B :** The Port is connected to National Highway through NH-17A & NH-17 B. The Port connectivity four lane road NH-17B of about 13.1 Km. length of NH-17 B from Verna Junction to Varunapuri junction was completed and thrown open for traffic since May 2004. For the balance 5.2 Km. stretch, Work order has been issued on 14.10.2015 to M/s Gammon India Limited at a cost of Rs.397.00 Crores by state PWD who is executing the project on EPC mode wherein Mormugao Port and NHA I also will be sharing the cost. LOOP-I from Varunapuri junction to Sada is 5.2 Kms commissioned on 03/01/2022. LOOP -II Four lane Fly over from Ravindra Bhavan junction to Berth No 10 & 11 is in progress. The work is likely to complete by June 2023. This will facilitate Port Traffic to access MPA Gate No 9 thereby leading to de-congestion in Vasco City.

- **4. 2nd Full Rake Wagon Handling Line Road 8A:**

In order to improve efficiency of Railway operation Port has undertaken :

Part A : Extension of line No Rd 8A costing Rs. 0.95 Cr. work completed on 26.09.2019 and commissioned in October 2019.

Part B : Paving of 30 m wide platform along side of 2nd Full Rake line No. Rd 8A is completed and commissioned on 21/10/2021.

- **5. Circulation Road and Gate Complex for Exit/ Entry offices for connecting Four Lane Road Landing at Berth no.11:**

The balance portion of 5.2 kms Four Lane connectivity to NH-17 B from Varnapuri to Mormugao Port landing at Berth no. 11 is in progress and the same will be commissioned by June 2023. Upon landing of elevated four lane road at Berth no. 11, a proper circulation Road is planned for the ease of cargo movement for efficient transportation and evacuation of cargo. The circulation plan also includes gate complex, entry exit offices, illumination & landscaping. The estimated Project cost is Rs. 34 Cr. The Phase-I project of Development of Road/ Circulations & Paving of area costing Rs. 19.35 Cr. was completed as on October 2018. Balance work will be taken up after completion of four lane fly over landing at Berth No.11. The 50% of the Project cost is funded by Ministry of Shipping under Sagarmala Grant of Rs. 15.30 Cr. was received by Port till date.

➤ **6. Construction of Four Nos. Floating Jetties at River Mandovi & Chapora river (for IWAI) on EPC basis**

Government of India has declared 6 rivers of Goa as National Waterways on 14.10.2016 to facilitate shipping and navigation. For the development of waterways, in Goa, a MoU has been signed between MoPT, IWAI and GoG, on 3rd May 2018 (valid for a period of five years). IWAI, Government of Goa represented by Captain of Ports, and MoPT are required to collaborate within the framework of the present MoU in the development of National Waterways in Goa. Under the Tripartite agreement, MoPT shall execute the works as PMC, on behalf of IWAI. The funding for all projects will be done by IWAI.

In pursuance of the MoU, work order was issued for Construction, Installation, Testing & Commissioning of floating jetties, three jetties at River Mandovi and one at River Chapora to M/s REL Marinetek India Pvt Ltd, of Mumbai amount of Rs 9.60 Cr.

The project was completed on December, 2021. These jetties will service to tourism related Small Crafts and Yachts. The installation of floating jetties will also boost tourism in the state and facilitate inland water transport, thereby leading to reducing emissions from road bound traffic.

➤ **7. Development of International and Domestic Cruise Terminals, Ro-pax, ferry and other allied activities at Mormugao Port :**

The Government of India has envisaged the development of Cruise Tourism as a strategic step to boost tourism in the State of Goa. The Government identified five Major Ports to be developed as Cruise Ports in the Country. Mormugao Port is one amongst them. Mormugao Port Authority, Goa (MPA) has been tasked by the Ministry of Shipping to take up the initiative for facilitating Cruise Tourism in Goa. To fulfill this mandate, MoPT has planned the captioned project covering 13.4 Acres area close to Break Water berth where the cruise vessels are presently handled. The project involves the development of world class International and Domestic Cruise Terminals which would act as a gate way to Goa and also have a facility for Ro-Pax and Ferry Services which will enable the Cruise Passengers to crossover to North Goa and other tourist destinations.

For this purpose, Mormugao Port has appointed M/s. Team One India Pvt. Ltd., as the Architectural and Engineering Consultant and M/s. Feed Back Infra Pvt. Ltd. for preparation of Techno Economic feasibility Report. Mormugao Port has now submitted the Feasibility Report along with all the details to Ministry of Shipping for approval and funding the scheme. The project has been approved during SFC DIB meeting on 23.04.2020 for execution under EPC Basis.

The approved total estimated cost of the project is Rs. 123.72 Crores and the project will be completed within a period of 18 months. MoPSW approved the project in principle for implementation on EPC /PPP-O&M mode. Ministry of Tourism has sanctioned amount of Rs.50 Crores and released an amount of Rs.25 Crores to Mormugao Port Authority under Assistance to Central Agencies for Tourism Infrastructure Development scheme 2021-22. MoPSW also sanctioned Rs 50 Crores under Sagarmala Scheme and released the 1st Instalment of Rs. 15.85 Crores.

Mormugao Port has appointed Cochin Port as PMC. The project on EPC Mode was awarded to the selected bidder M/s RCC-ACC(JV), from Haryana by Cochin Port on 15.03.2022. The letter of Acceptance was exchanged between Mormugao Port & Cochin Port (PMC) and M/s RCC-ACC(JV) on 25.03.2022 during the Commemoration ceremony of 7 years of Sagarmala achievement held in New Delhi. Tender for P.P.P. – O&M floated on 8/10/2021. Technical Bid opening is 30/06/2022.

The salient features of the proposal are given below:

- A) **Existing Cruise Terminal facilities:**
- At present Mormugao Port handles Traffic at the Break water Berth no. 1 of length 450m, Width 25m, Draft available 9.5m.
 - An Immigration Centre has been set up to facilitate faster clearance of International Cruise Passengers.

B) Proposed Cruise Terminal facilities:

- The State of Art Terminal Building will house the International Cruise Terminal and Domestic Cruise Terminal.
- International Cruise Terminal will have 24 immigration counters, 10 checking counters, waiting lounge, baggage carousel etc.
- Domestic Cruise Terminal will have 12 check in counters, waiting lounge, baggage carousel, etc.
- Other facilities would include Duty free retail, lounges, food court, etc.
- The Ancillary commercial Building will have an experiential shopping zone aimed at Cruise Tourists and also made accessible to the general public.
- Ferry Terminal facilities will be provided.
- There will be area for parking, landscaping and beautification with internal road network and utilities.
- The areas of the proposed complex development are as follows;
 - i. International and Domestic Cruise Terminal – 9900 sq.m.
 - ii. Ancillary commercial Building – 3700 sq.m.

8. Construction of Upramp at Baina Railway yard :

The PWD Govt. of Goa has proposed a down ramp which is landing in the MPA Railway Yard. In order to fully utilize the down ramp, Mormugao Port has proposed to construct an Upramp in the MPA Railway Yard at Baina, which will facilitate better circulation of road traffic entering the Port. This will also help to augment the storage capacity of the Port by making more area available for stacking cargo such as containers, general cargo, POL & Break Bulk Cargo within area.

MoPSW approved DPR and sanctioned the project under Sagarmala Scheme. PMC has been appointed for implementation of project and EPC Tender work is awarded to M/s MMC Project (India) Pvt. Ltd – Mumbai on 14.03.2022.

9. Construction of 12m wide concrete road connecting berth no. 5, 6, 7, 8 & 9 to new entry/exit gate :

Mormugao Port has proposed this road as an alternative and permanent arrangement for road bound Cargo from Berth No 5, 6, 7, 8 & 9 and also to new Entry/Exit gate connecting four lane fly over. Port envisaged to improve Environment protection measures by providing paved concrete road inside the operational area, to maintain air quality within the prescribed standards.

MoPSW approved DPR and sanctioned the project under Sagarmala Scheme. Tender was floated and the work is awarded to M/s Srinivas Construction & company, Bangalore on 07.04.2022 (L.O.A).

10. Operation and Maintenance of Existing Cargo Berth No 10 & 11 on PPP basis.

The existing Berth No. 10 & 11 was constructed in the year 1985 and 1993 respectively with a total berth length of 570 m and capacity of 6 MPTPA for handling Dry bulk, Break bulk containers, liquid cargo. In order to switch over to landlord Port, it is proposed to handover Operation and Maintenance to Private Operator for 30 years.

To improve the efficiency, modernize handling operation and to implement Landlord model, the present proposal is formulated for operation and maintenance for existing berth along with back up area 116000 sq.m and warehouses through the Private operator. The board has concurred the proposal and the Tendering process will be followed after approval of project by Govt. of India(GoI).

7. Main service and transaction

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
1	Reducing turn around time of ship	7	Traffic Manager / Sr . Dy. Traffic Manager	tm@mptgoa.gov.in	9822102651 9923429339 7447758458	On approval of vessel profile by Marine Dept./ MPA, berths are allotted as per the Berthing Policy	Receipt of Notice of Readiness to load / unload the cargo from registered shipping agents /stevedores
2	Allotment of berths to vessels	6	TM/DC	dc@mptgoa.gov.in hm@mptgoa.gov.in	9822100481 9822102659	Allotment of berths to vessel is pertaining to the Traffic department. However, it is to be done after approval of the vessel profile.	For approval of vessel profile documents required are :- i) certificate of Registry. ii) International tonnage certificate. iii) International ship security certificate. iv) P & I certificate and P&I blue card. v) safety Management certificate. vi) Certificate of class & CAS/CAF for tankers.
3	Lease/ License and renewal of existing lease/ Sublease	5	CE	ce@mptgoa.gov.in	9881142144	1. Identification for land/premises for leasing/licensing. 2. Preparation of e-tender cum auction. 3. approval of land allotment committee for tendering. 4. processing of e-tender	Tender, land Allotment committee report, approval of competent authority, agreement / lease deed.

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
						5. scrutiny of tender 6. approval of competent authority. 7. allotment of land to lease / licensee. 8. Submission of security deposit and advance / lease fees by the lease /licensee 9. signing of lease deed/ license agreement.	
4	Pilotage	5	DC	dc@mptgoa.gov.in hm@mptgoa.gov.in	9822100481 9822102659	Pilotage is decided in the berthing meeting as per requirement for the vessel movement.	Vessel LOA, Draft, GRT, Weather condition, Tide Table.
5	Availability of Harbour Mobile Cranes	5	Manager Operations	tm@mptgoa.gov.in	8796953261	On receipt of online requisition for HMC's, the same is allotted as per procedure in vogue.	Nil
6	Maintenance of all ports cranes tugs etc	5	For Cranes : CME For Tugs : DC	cme@mptgoa.gov.in dc@mptgoa.gov.in	0832-2594571/ 2594247 0832 – 2594804/16	Carrying out Daily, weekly, fort nightly, monthly, quarterly and yearly maintenance of Port cranes as per maintenance schedules.	Maintenance schedules

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
7	Construction and maintenance of civil structures, roads, jetties, wharves etc.	4	CE	ce@mptgoa.gov.in	9881142144	<ol style="list-style-type: none"> 1. Identification of need for maintenance /construction. 2. Approval of proposal for carrying out work. 3. Invitation of tender. 4. Award of work. 5. Execution of work. 6. Monitoring during execution of work. 	<ol style="list-style-type: none"> 1. Estimate 2. Tender 3. Measurement Book 4. Contractors bills.
8	Providing loco services for railway shunting for loading / unloading operations	4	ATM(R)	tm@mptgoa.gov.in	8806830920 9422455684	<ol style="list-style-type: none"> 1.Empties supplied by SWR are placed under Adani and SWPL loading points as per the indents placed by Terminal operators / Stevedores. 2.After completion of loading / unloading operations, loaded /empty rakes are handed over back to SWR after weighment/ formation. 	<ol style="list-style-type: none"> 1. Idents from Port users. 2. Pilot memo 3. Forwarding note 4. Ready memo 5. RRs

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
9	Allotment of storage area inside the wharf	4	Manager Operations	tm@mptgoa.gov.in	8796953261	1. Receipt of requisition letters 2. Base on availability, storage area is allocated.	Requisition letter.
10	Allotment of gangs for cargo operation	3	Manager (Admn.)	arjun.naik@mptgoa.gov.in	7057201967	Stevedores submit the requisition, based on their requisition sets are allotted by Booking Section.	On line submission
11	Raising of bills and services	--	Shri. Tulsidas L. Palyekar (A.O Gr.I)	fa&cao@mptgoa.gov.in	0832-2594413	Receipt of DMR in SAP. Preparation of invoice in SAP	DMR, Statement of facts/ contracts etc.
12	Electrical power supply complaints	2	CME	cme@mptgoa.gov.in	0832-2594241 / 2594216	Complaints given by the Port users are being attended immediately	Complaint register.
13	Payment to Contractors / Suppliers	3	TM/DC/ CE/CME/ FA&CAO	dc@mptgoa.gov.in	9822100481	Invoice/bills are received from the Contractors. Bills are processed through SAP and sent to FA&CAO for payment to the contractor.	Invoice, Logsheets, Wage Register, Muster Roll alongwith EPF/ESIC paid challans.

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
14	Vendor Registration	2	MM	mm@mptgoa.gov.in	7447752276	All enquiries/tenders are uploaded on the MPA website. As such, no Vendor Registration is being formally carried out. However, the Annual Vendor Evaluation is being done to identify the supply performance of the vendors.	List of documents as per VRQ form
15	Registration of contractor (civil works upto 10 Lacs)	2	CE	ce@mptgoa.gov.in	9881142144	<ol style="list-style-type: none"> 1. Receipt of request (with all required documents) from Contractor. 2. Confirmation of Solvency Certificate from bank 3. Putting up of proposal for registration of Contractor, for approval. 4. If approved registration letter issued. 	Solvency certificate from bank , EPF and ESIC registration, GST registration, List of works carried out by the Contractor.
16	Supply of fresh water to ships and at berths	2	DC/CE	dc@mptgoa.gov.in hm@mptgoa.gov.in	9822100481 9822102659	Request received from shipping Agents, Navy & Coast Guard for supply of water to HM. Port in turn supply fresh water through contract to the vessels at berth on chargeable basis.	Request letter from the party

Sr. No.	Service	Weight	Respon- sible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
17	Prevention of fire occurrence and control in event of occurrence	4	HM/FO	hm@mptgoa.gov.in	98221022659	In the event of fire reported, the signal station informs fire station to act accordingly.	Emergency contact details conspicuously posted in Port areas.
18	Complaints regarding bribe and corruption	4	Shri Vijaya Dat Kagita, IOFS, Chief Vigilance Officer	cvo@mptgoa.gov.in	9445191150	<ol style="list-style-type: none"> 1. Receipt of Complaints 2. Enquiry & Investigation 3. submission of Report to Chairman 4. furnishing report to Ministry on action taken 	Verifying the address of the Complainant
19	Monitoring CPGRAMS, Citizen Charter and submitting of quarterly report to Ministry of Shipping	5	Shri S.P. Mohan Kumar, Secretary(i/c)	secretary@mptgoa.gov.in	0832-2521122 0832-2594103	<ol style="list-style-type: none"> 1. Receipt of request. 2. Forwarding to concerned Departments. 3. Receiving of information from other departments. 4. Submission of reply. 5. furnishing report to Ministry on action taken. 	<ol style="list-style-type: none"> 1. Duly vetted information from concerned HOD. 2. Action taken report from other Departments.

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
20	i) LT Power supply Service Connection to Port Users ii) Temporary LT power supply service connection to Port's Contractors	2	CME	cme@mptgoa.gov.in	0832-2594579	1. Providing necessary connection to the vendors on requisition. 2. Raising of DMR of SAP to CDC for invoicing.	1. Requisition from the Vendors for power connection. 2. Relevant Test certificates of electrical equipment / appliances.
21	Medical treatment facility	4	CMO	cmo@mptgoa.gov.in	9823132030	1) Availability of Ambulance for medical emergency 24x7 2) Casualty Services with duty Doctor & Nursing Staff 24x7	1) Ambulance Releasing Register 2) Casualty Admission Register and Doctor's Duty List.
22	Monitoring of Ambient Air Quality data by installing CAAQMS Station at Port Institute Bldg., Vasco.	7	SE(P/Env.)	environcellmpt@gov.in	9423062087	Data from Logger Head Analyser is transferred thro Broad Band connectivity and uploaded on Goa Pollution Control Board Portal by G-Lens Service Provider appointed by MPA.	Real Time Data Acquisition and monitoring is available On-Line on G-lens Apps.

8. Service standards

Sr. No.	Service	Weight	Success	Service Standard	Unit	Data Source
1	2	3	4	5	6	7
1	Reducing turn around time of ship	7	74.79	60	Hrs.	RFD Target
2	Allotment of berths to Vessels	6	-	Daily	Daily	Berthing Meeting
3	Lease/ License and renewal of existing lease/Sub-lease	5	80% of vacant land has already been leased.	Leasing of remaining land which is not required by the Port within the target dates.	No. of days	Subject file.
4	Pilotage	5	100%	34	Minutes	SAP
5	Availability Harbour Mobile Cranes	5	90%	Loading and Unloading of cargo in minimum time	Hours	SAP
6	Maintenance of all Port, cranes, tugs, loco etc.	5	95%	To up keep the equipment in good working condition.	Daily	XEN (Eqp)/ XEN(M)/DC
7	Construction and maintenance of civil structures, roads, jetties, wharves etc.	4	Maintaining/ construction of the civil assets as per the IS standards and the utility requirements.	Relevant applicable Indian Standards Timely completion of works	Percentage success as per the project/ work	Subject file.
8	Providing loco services for railway shunting for loading/ unloading operations	4	100%	Excellent	-	ATM(R)
9	Allotment of storage area inside the wharf	4	100%	Achieved	-	ATM(S)

Sr. No.	Service	Weight	Success	Service Standard	Unit	Data Source
1	2	3	4	5	6	7
10	Allotments of gangs for cargo operation	3	100%	Achieved	-	CHLS
11	Raising of bills and services	--	100%	Within 5 working days of receipt of documents completed in all respects.	days	SAP
12	Electrical power supply complaints	2	98%	Within one day	days	XEN(E)/HL/HR
13	Payment to Contractors /Suppliers		100%	All payment to Contractors / suppliers is released within 30 days of supply of material and furnishing of bills, documents, certificates, etc.	days	SAP
14	Vendor Registration	2	Registration of suppliers as per items within the stipulated time after submission of all documents.	All enquiries / tenders are uploaded on the MPA website. As such, no Vendor Registration is being formally carried out. However, the annual Vendor Evaluation is being done to identify the supply performance of the vendors.	days	Subject file.
15	Registration of contractor (civil works upto 10 lacs)	2	Registration of contractor in appropriate class within the stipulated time after submission of all documents.	Completion of registration within stipulated time.	No. of days	Registration file.

Sr. No.	Service	Weight	Success	Service Standard	Unit	Data Source
1	2	3	4	5	6	7
16	Supply of fresh water to ships and at berths	2	100%	within 2 days	days	shipping section
17	Prevention of fire occurrence and control in event of occurrence	4	100%	immediate	calls	occurrence Book
18	Complaints regarding bribe and corruption	4	Average time taken to redress the complaints and report to Chairman & Ministry	5	days	Ministry's record
19	Monitoring CPGRAMS, Citizen Charter and submitting of quarterly report to Ministry of Shipping	5	Average time taken to redress the grievance and report the outcome to the party concerned	60	days	CPGRAMS & Ministry's record
20	i) LT Power supply Service Connection to Port Users ii) Temporary LT power supply service connection to Port contractors	2	95%	Power supply for Port users at berth for operation / construction site	-	XEN(E)/HL/HR

Sr. No.	Service	Weight	Success	Service Standard	Unit	Data Source
1	2	3	4	5	6	7
21	Medical treatment facility	4	1) Availability of Ambulance for Medical emergency 24x7 2) Casualty Services with duty Doctor & Nursing Staff 24x7	100	Percent	1) Ambulance Releasing Register 2) Casualty Admission Register and doctor's Duty List.
22	Monitoring of Ambient Air Quality data by installing CAAQMS Station at Port Institute Bldg., Vasco.	7	Data from Logger Head Analyser is transferred thro Broad Band connectivity and uploaded on Goa Pollution Control Board Portal by G-Lens Service Provider & appointed by MPA.	70	Percent	Real Time Data Acquisition and monitoring is available On-Line on G-lens Apps.

9. Grievance Redressal Mechanism:

Name & Contact Details of Public Grievance Officer	Designation	Address	Contact details
Shri S.P. Mohan Kumar	Secretary(i/c)	Mormugao Port Authority, 3 rd floor, Main A.O. Building, Headland, Sada, Goa. 403804	Telephone : 0832-2521120, 2521122, Fax No. 2521125 email id: secretary@mptgoa.gov.in

Grievances can be lodged through:

- (i) Online Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) (<https://pgportal.gov.in>).
- (ii) By post and by hand delivery at the above mentioned address.

9.1. Grievances are acknowledged immediately and at the most within three working days of receipt. A grievance is redressed within a period of two months from its receipt. Grievances are redressed as per the guidelines received from the Ministry of Shipping.

9.2. In case of grievance received on CPGRAMS, reply issued to the Petitioner is also uploaded on the website of CPGRAMS.

9.3. The Mormugao Port Authority has introduced Public Grievance Open Forum where on every Wednesday the Dy. Chairman / Head of the Departments of Mormugao Port Authority will address grievances of general public.

9.4. Expectation from complainant: Clarity of grievance with all relevant details and contact details.

9.5. Time to time review takes place based on the complaints. Outcome of the suggestions depend upon case to case basis.

10. Right to Information Act 2005

The Mormugao Port Authority complies with the “Right to Information Act, 2005”. Being an ISO 9001-2015 compliant port, its records are catalogued and indexed as per ISO procedures detailed in the ISO Departmental Manuals.

The Mormugao Port Authority is committed for ensuring greater transparency in its functioning as required under this Act. The information, which requires to be disclosed under the Right to Information Act, 2005 is being published on our website (<https://www.mptgoa.gov.in>). The RTI Portal is monitored regularly. The compliance of the RTI is done within the time frame specified under Right to Information Act, 2005. The gist of the responsible Officers under RTI Act is as below:

First Appellate Authority & Transparency Officer

Name of Officer	Designation	Address	E-mail
Shri. Guruprasad Rai M.	Dy. Chairman	MPA	dychairman@mptgoa.gov.in

Central Public Information Officers of All Departments

Sr. No.	Name of CPIO	Designation	Department	Address	E-mail
1	Shri Vijaya Dat Kagita, IOFS.	Chief Vigilance Officer	Vigilance	MPA	cvo@mptgoa.gov.in
2	Capt. Manoj Joshi	Dy. Conservator	Marine	MPA	dc@mptgoa.gov.in
3	Capt. Himanshu Shekhar	Traffic Manager	Traffic	MPA	tm@mptgoa.gov.in
4	Shri S.S.P. Patil	Chief Engineer	Civil Engineering	MPA	ce@mptgoa.gov.in
5	Shri S.P. Mohan Kumar	Secretary (i/c)	General Administration	MPA	secretary@mptgoa.gov.in
6	Shri Anant Chodnekar	FA & CAO	Finance	MPA	fa&cao@mptgoa.gov.in
7	Shri Satish Honnakkatte	Chief Mechanical Engineer	Mechanical Engineering	MPA	cme@mptgoa.gov.in
8	Dr. J.S.N. Ravi Krishna	Chief Medical Officer	Medical	MPA	cmo@mptgoa.gov.in

CENTRAL ASSISTANT PUBLIC INFORMATION OFFICERS

Sr. No.	Name of CPIO	Designation	Department	Address	E-mail
1	Shri D.M. Kamble	SE	Civil Engineering	MPA	dnyanoba.kamble@mptgoa.gov.in
2	Dr. (Mrs.) Manju Khandeparkar	Dy.CMO	Medical	MPA	manju.khandeparkar@mptgoa.gov.in
3	Shri Raghunath Morajkar	Dy.CAO	Finance	MPA	raghunath.morajkar@mptgoa.gov.in
4	Shri Jerome Clement	Sr. Dy. TM	Traffic	MPA	jerome.clement@mptgoa.gov.in
5	Shri Santosh Naik	Law Officer Gr.I	General Administration	MPA	santosh.naik@mptgoa.gov.in
6	Shri J. P. Rodrigues	SE(M)	Mechanical Engineering	MPA	joapedro.rodrigues@mptgoa.gov.in
7	Capt. Arun Kumar	Harbour Master	Marine	MPA	hm@mptgoa.gov.in
8	Shri G. M. Gadkar	Exec. Engineer	Vigilance	MPA	gurudas.gadkar@mptgoa.gov.in

11. Responsibility Centers

Sr. No.	Responsibility Centres	Landline Number with STD Code	E-mail	Address
1	Shri Venkata Ramana Akkaraju, Chairman	0832-2521100 0832-2521200	chairman@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 3rd Floor, Headland, Sada.
2	Shri Guruprasad Rai M., Dy. Chairman	0832-2521110	dychairman@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 3rd Floor, Headland, Sada.
3	Shri Vijaya Dat Kagita, IOFS, Chief Vigilance Officer	0832-2521820	cvo@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 3rd Floor, Headland, Sada.
4	Shri S.S.P.Patil Chief Engineer	0832-2521164 0832-2521162	ce@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 2nd Floor, Headland, Sada.
5	Capt. Manoj Joshi, Dy. Conservator	0832-2594801	dc@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 1st Floor, Headland, Sada.
6	Dr. J.S.N.Ravi Krishna, Chief Medical Officer	0832-2521377	cmo@mptgoa.gov.in	Mormugao Port Authority, Medical Department, Headland, Sada.
7	Capt. Himanshu Shekhar, Traffic Manager	0832-2594701	tm@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 3rd Floor, Headland, Sada.
8	Shri S.P. Mohan Kumar, Secretary(i/c)	0832-2521122 0832-2594103	secretary@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 3rd Floor, Headland, Sada.
9	Shri Satish Honnakkatte, Chief Mechanical Engineer	0832-2521170	cme@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 2nd Floor, Headland, Sada.
10	Shri Anant Chodnekar, FA & CAO	0832-2521130	facao@mptgoa.gov.in	Mormugao Port Authority, Main A.O. Bldg., 1st Floor, Headland, Sada.

12. <u>Identification of Client groups / Stakeholders / users</u>	
1	Barge Owner's Association
2	Customs House Agents
3	Lease Holders
4	Employees/Workers
5	Chambers of Commerce
6	Stevedores/Shipping Agents
7	CFS Operators
8	PPP Operators
9	Konkan Railway
10	South Western Railway
11	Navy and Coast Guards
12	Contractors and Suppliers
13	Central Govt. Offices/PSUs
14	State Government/Offices

MORMUGAO PORT AUTHORITY
Headland Sada, Goa – 403 804

Photograph

Format for Complainants under Citizen Charter

Sr. No.	Particulars of Parties / Complainants
1	Nature of Complaint : _____ _____
2	Date and Time of filing Complaint Date : _____ : Time : _____
3	Name of the Complainant / Agents _____ / Port Users, etc. : _____ _____
4	Full Address : _____ _____ _____
5	Phone details / Email Address of _____ Complainant : _____
6	Aadhar Card No. _____
Signature of Complainant	