



**Citizen's / Client's Charter**  
**for**  
**(Chennai Port Trust)**  
**(as on 01.07.2017)**

Address Chennai Port Trust, Rajaji Salai,  
Chennai – 600 001

Website ID [www.chennaiport.gov.in](http://www.chennaiport.gov.in)

## **Vision**

To become the economic thrust engine for growth of Southern India and to become a major transshipment hub in the East Coast.

## **Mission**

1. To enhance performance and efficiency to the global standards in container handling.
2. To provide world class marine service to the vessels calling at the port.
3. To augment capacity by developing international standard port infrastructure and installing state-of -the-art handling equipment.
4. To ensure quick turn round of vessels by providing facilities for efficient handling of cargo

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**Main Services / Transactions**

Sl.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Pilotage, Berthing / Un-berthing of vessels	8	Deputy Conservator / Harbour Master	dc@chennaiport.gov.in	9444396646 9444396654	As per Decision taken in Berthing Meeting	All statutory certificates and P&I certificate. Charges as per SoR (variable per GRT of Ship)			
2	Fire fighting service & salvage operation	5	DC / HM / FO / ASO	dc@chennaiport.gov.in	9444396646 9444396654 9941281850	Call by telephone Emergency No.25313568, 25362201-20 Ext-2568, Dock 101,3568 Signal Station No. 25361652	N/A	Charges per hour (Rs.)	Cash challan / DD	956
3	Allocation / Allotment of Berth	5	Traffic Manager	tm@chennaiport.gov.in	9444396631	As per berthing policy of the port approved by Board of Trustees	Request by Agent, Shipping bill, Bill of Entry in case of high density cargo like iron ore, chrome ore-Certificate from Surveyor, TML, FMP, P&I certificates. Charges as per SoR			
4	Loading, Unloading of cargo	5	Sr.DTM-Operations	srddtm@chennaiport.gov.in	9444396635 25361648	Licensed Stevedores appointed by the Importer/Exporter hire cargo handling workers for unloading/loading using ships cranes/ shores based cranes	Payment of Cargo related dues in advance. Also on submission of shipping bill in case of exports & Bill of Entry in case of Imports. Charges as per SoR			
5	Allotment of Cargo Handling equipment / HMC	5	Sr.DTM-Operations	srdtm@chennaiport.gov.in	9444396635	Requisition to be given in the DTR Meeting	Letter received. Charges as per SoR			
6	Recommendation for Allocation of Plot / Yard inside custom bound area	5	Traffic Manager	tm@chennaiport.gov.in	9444396631	Allotment will be processed as per SoR and Land Policy Guidelines	Charges as per SoR and Land policy			

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								Category	Mode	Amount
7	Issue of Harbour Entry Permits for individual / vehicles	9	ATM-Pass section	tm@chennaiport.gov.in	9841181399	1. Signature verification 2. Checking of documents 3. Challan raising 4. Registration 5. Payment 6. Printing / Issuance of Pass / HEP	1. Application along with firm's covering letter 2. Work proof, if any 3. Recommenders acknowledgement 4. Proof for having temporary permits in the same company 5. Antecedant verification certificate issued by the police / passport copy 6. Govt. ID / PAN/ card / DL / Rationcard / Voters ID 7. If vehicle included- RC Book, attested DL 8. If applicant is not owner, NOC to be produced 9. Vehicle's RC, FC permit, Insurance details 10. Safety certificate from Trust's S.O.(C&G) 11. Pollution control certificate 12. copy of the valid operating licence of the firm (Stevedore, Steamer agent & CHA) 13. Two copies of recent passport	Daily Monthly per individual (Fresh) Monthly per individual (Individual) Monthly per vehicle (Fresh) Monthly per vehicle (Renewal) Annual per individual Annual per vehicle Permanent Permit per individual (3 Years) Daily per Vehicle	Point Of Sale (POS) POS POS POS POS POS POS POS	5 100 70 200 200 300 2000 500 25
8	Efficient Port Operation	6	TM / DC	tm@chennaiport.gov.in	9444396631	Berthing of vessel immediately on arrival and early completion of cargo handling	N/A	N/A	N/A	N/A
9	Allotment / Leasing of shops / Quarters / Open space outside Harbour area	3	Superintending Engineer(LBS)	ce@chennaiport.gov.in	9444289271	Bids invited through open tender and allotments made as per Land Policy Guideline 2014 as revised from time to time	As specified in the Tender call Notice.			
10	Construction and maintenance of Civil structure, roads, jetties, wharves, Breakwaters, Railway plots	5	Chief Engineer	ce@chennaiport.gov.in	9445927272	Bids invited through open tender either through e-tender (All works {quotation /tender} costing above 2 lakhs are invited through e-tender)	As specified in the Tender call Notice.			

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Sl.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Payment to Vendors, Contractors and Consultants through Cheque / RTGS / NEFT	5	Sr.Dy.CAO(MS)	facao@chennaiport.gov.in	(25362201)	As prescribed by the concerned operating department	As prescribed by the concerned operating department	N/A	N/A	N/A
12	Handling of Oil at BD I and BD III	2	Dy.CME(OH)	cme@chennaiport.gov.in	9444315936	1.The berthing of Oil vessels will be decided in the daily Berth Meeting based on the priority of oil companies, 2. After the vessel is berthed the marine loading / unloading Arms will be connected to the ship's manifolds for the discharge / loading of oil cargo	Shipping documents. Charges as per SoR			
13	Hiring of wharf crane and other cargo handling equipment	3	SEM(OP)	cme@chennaiport.gov.in	9444913237	As per the demand raised by the Traffic department, equipment will be supplied with the operatives	Users to Indent for equipment at Traffic department in advance and comply with the procedures for timely supply	N/A	N/A	N/A
14	Provision of shunting Loco for wagon handling operation	3	SEM (Loco)	cme@chennaiport.gov.in	9444677557	As per the demand raised by the Traffic department Loco supply will be made	Users to indent for equipment at Traffic Department in advance and comply with procedures for timely supply. Charges as per SoR			

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**Main Services / Transactions**

Sl.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Category	Fees	
									Mode	Amount
15	Power connection / supply	2.5	SE (ES)	cme@chennaiport.gov.in	9884061527	Based on the requisition, the requirement will be examined and if it is feasible to provide the power supply, the user will be informed about the charges payable. On receipt of the payment details power supply connection will be provided	User to submit requisition indicating the location of power requirement etc.	Cost per unit(Rs.)	Cash challan / DD	10.5
16	Water connection / supply	2.5	Dy.CME(W)	cme@chennaiport.gov.in	9444322180	Based on the requisition, the requirement will be examined and if it is feasible to provide the water supply the user will be informed about the charges payable. On receipt of the payment details water supply connection will be made.	User to submit requisition indicating the location, water requirement etc.	Monthly Security deposit for fresh water per ton(Rs.)	Cash challan / DD	10 0
17	Tenders / Quotations	2	Chief Mechanical Engineer	cme@chennaiport.gov.in	9443594006 (25362070)	1.Invitation of offer 2.Opening of the offer 3.Finalisation and order placement 4.EMD refund	Complete offer in single cover or two cover system as invited. Charges as notified.			
18	Rendering of Preventive and Promotive Health Care Delivery	6	Chief Medical Officer	<a href="mailto:cmo@chennaiport.gov.in">cme@chennaiport.gov.in</a>	9841131107 (25361786)	Investigative procedures, diagnosis treatment	Case sheets	N/A	N/A	N/A
19	Arrangement of payment to visiting / part time visiting consultants, FTS doctors, FTS contracted employees, claims from Referral Hospitals, purchase of medicines / medical & surgical stores	8	Chief Medical Officer	<a href="mailto:cmo@chennaiport.gov.in">cme@chennaiport.gov.in</a>	9841131107 (25361786)	As laid down in various regulations, policies and protocols by Chennai Port from time to time	Salary statements, Original bills, Reimbursement claim applications	N/A	N/A	N/A

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**Main Services / Transactions**

Sl.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Category	Fees	
									Mode	Amount
20	Grievances of SC/ST/OBC employees	2	Secretary	Secy@chennaiport.gov.in	9840949465  (25367754)	1. Petitions submitted by the aggrieved employees	1. Recommendations / Enquiry Report of Liason Officers 2. Remarks of the HODs concerned	N/A	N/A	N/A
21	Furnishing of information under RTI Act 2005	2	Secretary	secy@chennaiport.gov.in	9840949465  (25367754)	Processing of required information. Obtaining the information from the responsible officers of the internal departments. Online RTI Portal has been introduced in ChPT w.e.f.14.03.2017	Letter, proof of documents on the prescribed payment of fees	N/A	N/A	N/A
22	Arrangements for College / School students to visit the port as part of their curriculum	1	Secretary	secy@chennaiport.gov.in	9840949465  (25367754)	Processing of letters received from the educational institutions	a letter from the competent authority of the educational institution	N/A	N/A	N/A
23	Providing institutional training to the students of educational institutions	1	Secretary	secy@chennaiport.gov.in	9840949465  (25367754)	Processing of letters received from the educational institutions	A request from the student along with letter from educational institution	N/A	N/A	N/A

## Service Standard

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Pilotage, Berthing / Un-berthing of vessels	8.0	Average time taken by the ship from the time it starts inward pilotage / outward pilotage till it is berthed / leaves anchorage point	3.00	Hour	8.00	Past record
2	Fire fighting service & salvage operation	5.0	Average time taken between the fire call received and operation commenced	15	minutes	5.00	Past record
3	Allocation / Allotment of Berth	5.0	Average time taken from the date of receipt for allotment of berth duly supported by vessel readiness documents and subject to availability of berth and seniority of the vessel and in terms of prevailing berthing policy of the port approved by competent authority	1.00	Hour	5.00	Past Record
4	Loading, Unloading of cargo	5.0	Average cargo handling rate	13000	Metric Tonnes	5.00	Past Record
5	Allotment of Cargo Handling equipment / HMC	5.0	Average time taken between requisition received and equipment mobilised	1.00	Hour	5.00	Past Record
6	Recommendation for Allocation of Plot / Yard inside custom bound area	5.0	Average time taken between requisition received in complete shape and allocation order	15	Days	5.00	Past Record
7	Issue of Harbour Entry Permits for individual / vehicles	9.0	Average time taken from the time of receipt of fully completed application in all aspects for daily permit of individual	5	minutes	1.00	In house automated system



# Service Standard

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Average time taken from the time of receipt of fully completed application in all aspects for daily permit of a vehicle	5	minutes	1.00	In house automated system
			Average time taken from the time of receipt of fully completed application in all aspects for monthly permit of 1 individual(fresh)	5	minutes	1.00	In house automated system
			Average time taken from the time of receipt of fully completed application in all aspects for monthly permit of 1 individual(renewal)	5	minutes	1.00	In house automated system
			Average time taken from the time of receipt of fully completed application in all aspects for monthly permit of 1 vehicle(fresh)	5	minutes	1.00	In house automated system
			Average time taken from the time of receipt of fully completed application in all aspects for monthly permit of 1 vehicle(renewal)	5	minutes	1.00	In house automated system

## Service Standard

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Average time taken from the time of receipt of fully completed application in all aspects for annual permit of 1 individual	7	Days	1.00	In house automated system
			Average time taken from the time of receipt of fully completed application in all aspects for annual permit for 1 vehicle	2	Days	1.00	In house automated system
			Average time taken from the time of receipt of fully completed application in all aspects for permanent permit of 1 individual	7	Days	1.00	In house automated system
8	Efficient Port Operation	6.0	Average Pre-berthing detention on Port Account	0.85	Hour	2.00	Past record
			Average Turn Round Time on Port Account	1.66	Days	2.00	Past record
			Average Ship Berthday Output	13000	Metric Tonnes	2.00	Past record
9	Allotment / Leasing of shops / Quarters / Open space outside Harbour area	3.0	Average time taken between requisition received in complete shape and allotment / leasing is done	30	Days	3.00	Past record
10	Construction and maintenance of Civil structure, roads, jetties, wharves, Breakwaters, Railway plots	5.0	Average time taken between requisition received in complete shape and commencement of the work	180	Days	5.00	Past record

## Service Standard

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Payment to Vendors, Contractors and Consultants through Cheque / RTGS / NEFT	5.0	Average time taken from the date of receipt of bill from the concerned user / vendor / contractor / consultant with all required documents and after compliance of observation, if any	8	Working days	5.00	Past record
12	Handling of Oil at BD I and BD III	2.0	Average handling rate per ship berthday for crude oil	30000	Metric Tonnes	1.00	Past record
			Average handling rate per ship berthday for POL products	10000	Metric Tonnes	1.00	Past record
13	Hiring of wharf crane and other cargo handling equipment	3.0	Percentage availability of equipment	90	%	3.00	Past record
14	Provision of shunting Loco for wagon handling operation	3.0	Percentage availability of equipment	90	%	3.00	Past record
15	Power connection / supply	2.5	Average time taken from the date of request with paid challan copy to date of connection / supply	8	Days	2.50	Past record
16	Water connection / supply	2.5	Average time taken from the date of request with paid challan copy to date of connection / supply	9	Days	2.50	Past record
17	Tenders / Quotations	2.0	Average time taken from the date of tender / quotation to the placement of order	6	Months	2.00	Past record

## Service Standard

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
18	Rendering of Preventive and Promotive Health Care Delivery	6.0	Average time taken for cure / control of disease in case of in-patients	30	Days	2.00	Past record
			Average time taken for cure / control of disease in case of out-patients	2	Days	2.00	Past record
			Average time taken for Laboratory / Radiological investigations	7	Days	2.00	Past record
19	Arrangement of payment to visiting / part time visiting consultants, FTS doctors, FTS contracted employees, claims from Referral Hospitals, purchase of medicines / medical & surgical stores	8.0	Average time taken for arrangement of payment to visiting / part time visiting consultants, FTS doctors, FTS contracted employees	30	Days	2.00	Past record
			Average time taken for arrangement of payment towards claims from referral hospitals	12	Weeks	2.00	Past record
			Average time taken for arrangement of payment towards reimbursements	8	Weeks	2.00	Past record
			Average time taken for arrangement of payment towards procurement of medicines / medical & surgical stores	8	weeks	2.00	Past record

## Service Standard

Sl. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
20	Grievances of SC/ST/OBC employees	2.0	Average time taken from petitions received from the aggrieved employees to redressal of grievances	2.0	Months	2.00	Past record
21	Furnishing of information under RTI Act 2005	2.0	Average time taken for compiling required information from the concerned responsible officers of internal departments	30	Days	2.00	Past record
22	Arrangements for College / School students to visit the port as part of their curriculum	1.0	Average time taken for processing of letters received from the educational institutions and granting permission	5	Days	1.00	Past record
23	Providing institutional training to the students of educational institutions	1.0	Average time taken for processing of letters received from the educational institutions and granting permission	7	Days	1.00	Past record

**Grievance Redress Mechanism**

**Website url to lodge Grievance <http://pgportal.gov.in/>**

Sl.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri. Abhijit Das, Senior Deputy Secretary	044 - 25383610	secy@chennaiport.gov.in	9444182577
2	Shri.B. Madhan, Dy.Traffic Manager	044 - 25382298	tm@chennaiport.gov.in	9444396678
3	Shri. C.V. Ravi, Administrative Officer	044 - 25312404	ce@chennaiport.gov.in	9444034387
4	Smt. Vijaya Elizebth Martin, Junior Administrative Officer	044 – 25312554	cmo@chennaiport.gov.in	8754463755
5	Shri. E.Chandrasekaran, Senior Administrative Officer	044 – 25312554	cme@chennaiport.gov.in	9840504071
6	Smt. B. Girija, Jr.Administrative Officer	044 - 25312263	dc@chennaiport.gov.in	9884551446
7	Shri D. Joseph Mariaraj, Sr.Dy.CAO (R)	044 – 25312710	facao@chennaiport.gov.in	9840513248
8	Shri G. Balagangadharan, Dy.CVO	044 - 25384213	dycvo@chennaiport.gov.in	7397740413

## List of Stakeholders/Clients

Sl.No.	Stakeholders / Clients
1	Steamer Agents
2	Stevedores
3	Custom House Agents
4	Surveyors
5	Importers / Exporters
6	Transport contractors
7	Other Port Users
8	Contractors and Suppliers
9	Government Organisations
10	Railways
11	Coast guard / Navy
12	Officers, Employees, Pensioners, Dependents of the serving / retired employees and school / college students

### Responsibility Centers and Subordinate Organizations

Sl.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	General Administration Department	044 - 25367754	Secy@chennaiport.gov.in	9840949465	1, Rajaji salai, Chennai 600001
2	Traffic Department	044 - 25366366	tm@chennaiport.gov.in	9444306631	1,Rajaji salai, Chennai 600001
3	Civil Engineering Department	044 - 25360646	ce@chennaiport.gov.in	9445927272	1,Rajaji salai, Chennai 600001
4	Mechanical and Electrical Engineering Department	044 - 25362070	cme@chennaiport.gov.in	9443594006	1,Rajaji salai, Chennai 600001
5	Finance Department	044 - 25367029	facao@chennaiport.gov.in	8754540208	1,Rajaji salai, Chennai 600001
6	Medical Department	044 - 25361786	cmo@chennaiport.gov.in	9841131107	1,Rajaji salai, Chennai 600001
7	Marine Department	044 - 25360833	dc@chennaiport.gov.in	9444396646	1,Rajaji salai, Chennai 600001
8	Vigilance Department	044 - 25392259	cvo@chennaiport.gov.in	---	1,Rajaji salai, Chennai 600001



### Indicative Expectations from Service Recipients

Sl.No.	Indicative Expectations from Service Recipients
1	7 days Advance submission of Applications for issuance of daily Harbour Entry Permit to avoid last minute rush.
2	15 days Advance submission of Applications for issuance of monthly Harbour Entry Permit to avoid last minute rush.
3	15 days Advance submission of Applications for issuance of annual Harbour Entry Permit to avoid last minute rush.
4	15 days Advance submission of Applications for issuance of permanent Harbour Entry Permit to avoid last minute rush.
5	Submission of application forms complete in all aspects as per the guidelines in force.
6	Feedback from the port users
7	Any delay / deficiency may be reported to Asst.Traffic Manager
8	Visitor's passes are issued by HODs and Sr.PS (PR) to enable entry of important visitors.
9	Port Users to carry any one of the following Government ID for cross reference. i. Driving Licence, ii.Voters ID, iii.Passport & iv.Ration Card.
10	Ensure valid anti-pollution certificate for Vehicles / Trailors entering into Port.
11	Timely submission of documents and regular feed back.