

**Citizen's Charter Document for Paradip Port Trust**  
**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	10	DC / HM	dcppt@paradipport.gov.in	0672222025 222012	As per decision taken in DTR.	All Statutory certificate & P&I certificate			As per Scale of Rate(SOR)
2.	Allocation/Allotment of berth	10	TM	tmppt@paradipport.gov.in	9937051222 0672222151	As per berthing policy of the Port approved by Board of Trustees.	Online Request for berth allotment 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.			As per Scale of Rate
3.	Loading, unloading of cargo	10	DTM		9437318300 0672222341	Licensed Stevedores appointed by the Importer/ Exporter hire cargo handling workers for unloading / loading using ships cranes/ shore based cranes.	Payment of cargo related dues in advance. Also on submission of Shipping bill incase of exports & Bill of Entry in case of Imports.			As per Scale of Rate
4.	Allotment of cargo handling equipment / HMC	5	(DTM)		9437318300 0672222341	Requisition to be given in the DTR Meeting	Requisition	N/A	N/A	N/A
5.	Providing Fresh water to vessel/ Bunkering services	5	HM / CO (F)	hmppt@paradipport.gov.in	06722- 222012	Requisition to be given at DTR Meeting	Request Letter	N/A	N/A	N/A
6.	Fire Fighting service & Salvage operation	5	DC/HM/Dy. Commandant (Fire)	dcppt@paradipport.gov.in	0672222025	Emergency call on VHF/Req. Letter.	NA			As per Scale of Rate
7.	Allocation of Plot/ Yard and issue lease permit inside prohibited area	5	DTM		9437318300 0672222341	(i) Online Application from the importer/exporter. (ii) Requirement is placed before the Land Allotment Committee for decision.	Application			
8.	Allotment/ leasing of shops / quarter / open space outside harbour area	3	Asst. Estate Manager		06722-223175	Open tendering process floated in PPT website www.paradipport.gov.in,newspapers, Port gazette	As specified in the Tender Call Notice			
9.	Construction and maintenance of Civil structure, roads, Jetties, wharves, breakwaters, Railway plots	5	CE	Ceppt@paradipport.gov.in	06722-222026	Requisition/information to be given to the office of CE	Requisition			
10.	Issue of gate passes to vehicles for transportation of cargo  Issue of gate passes to Port Users	5	DTM PFSO		9437318300 0672222341	On receipt of delivery Order and Customs clearance, dispatch of cargo by rail/ road is permitted.	Delivery Order, Bill of Entry, Customs clearance and payment of cargo related charges			As per rate notified
11.	Treatment facilities to Employees, Workers, Port Users, State & Central Government employees and others	5	CMO	cmoppt@paradipport.gov.in	0672222101		Medical Case Book in case of Port Employees and receipt towards consultation charge in case of others.			
12.	Forwarding the payment bills of consultant/ visiting doctors to finance department.	3	CMO	cmoppt@paradipport.gov.in	0672222101		Formal claim from the concerned consultant/visiting doctors for releasing payment.			
13.	New Power supply connection	3	EE -II, PED	ceceppt@paradipport.gov.in	0672222075		As per the power supply norms revised from time to time			
14.	New Water supply connection	3	EE (E & CM)		9437108438 0672222008	Apply in Apply in a proper format to EE (E & CM)	Approval from the competent authority.			
15.	Efficient Port Operation	5	TM/DC/ CME	tmppt@paradipport.gov.in, dcppt@paradipport.gov.in; ceceppt@paradipport.gov.in,	06722-222151		N/A			
16.	Dry Dock Facilities	5	DC/Sr. ME	dcppt@paradipport.gov.in;	06722-222025	Documentary proof indicating the schedule time for Dry Docking as per Class/Statutory Requirement 2. Detail of the Craft/Vessel i. Name of vessel ii. Flag of vessel iii. Owner/authorised agent iv. Length v. Breadth vi. Draft Forward vii. Draft Aft viii. DWT ix. Brief description of construction of keel or bottom of the vessel. 4. No of days required 5. Docking Plan				As per SOR
17.	Payments to users, vendors, contractors & consultants through Cheque / RTGS / NEFT (Other than final bills of contractors)	5	FA & CAO	facaoppt@paradipport.gov.in	0672222049	As prescribed by the concerned operating department	As prescribed by the concerned operating department			NA
18.	Grievance Redress	6	Secretary	Secypp@paradipport.gov.in	0672222168	All the public grievance filed under CPGRAM will be referred to concerned Dept and reply will be furnished after collecting remarks from the concerned Dept.	N/A	NIL	NIL	
19.	Admission to School student from Cl- to Cl-X to Port school	2	Asst. Secy (Admn.)	--	0672222206	Applicants to HMs of the respective schools	TC, SLC etc.			

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### Service Standards

Sl No.	Services / Transaction	Weight %	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Pilotage, Berthing/ Unberthing of vessels	10.0	Average time taken by ship from the time it starts inward pilotage/outward pilotage till it is berthed/leaves anchorage point	1.5	Hr.	10.00	Past record
2.	Allocation of berth	10.0	Average Time taken from the date of receipt of request 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	Hr.	10.00	Past record
3.	Loading, unloading of cargo	10.0	Average cargo handling rate	21000	MT/day	10.00	Past record
4.	Allotment of cargo handling equipment/HMC	5.0	Average time taken between requisition received and equipment mobilized	1	Hr.	5.00	Past record
5.	Providing Fresh water to vessel/ Bunkering services	5.0	Average time taken from requisition received and service delivered.	1	Hr.	5.00	Past record
6.	Fire Fighting service & Salvage operation	5.0	Average time taken between information received and operation commenced.	0.25	Hr.	7.00	Past record
7.	Allocation of Plot/ Yard and issue lease permit inside prohibited area	5.0	Average time taken between requisition received in complete shape.	10	Days	5.00	Past record
8.	Allotment/leasing of shops/ quarter/ 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
9.	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
10.	Issue of gate passes to vehicles for transportation of cargo Issue of gate passes to Port Users	5.0	Average time taken between requisition received in complete shape and gate pass is issued.	1	Day	5.00	Past record
11.	Treatment facilities to Employees, Workers, Port Users, State & Central Government employees and others	5.0	Average time taken for treatment	1	Day	5.00	Past record
12.	Forwarding the payment bills of consultant/ visiting doctors to finance department.	3.0	Average Time taken from the date of receipt of billing from the concerned referred hospital with all required documents and after compliance of the observations, if any.	8	Working Day	3.00	Past record
13.	New Power supply connection	3.0	Average Time taken from the date of receipt of application with all required documents and after compliance of the observations, if any.	8	Working Day	3.00	Past record
14.	New Water supply connection	3.0	Average Time taken from the date of receipt of application with all required documents and after compliance of the observations, if any.	8	Working Day	3.00	Past record
15.	Efficient Port Operation	5.0	Average turnaround time (Overall)	4.50	Days	1.67	Past record
16.	Dry Dock Facilities	5.0	Average berthday output	21000	%	1.67	Past record
17.	Payments to users, vendors, contractors & consultants through Cheque / RTGS / NEFT (Other than final bills of contractors)	5.0	Average Time taken from the date of receipt of requisition to the date of allotment	7	Days	5.00	Past record
18.	Grievance Redress	6.0	Average Time taken to acknowledge grievances received electronically through CPGRAM portal	3	Day	1.25	CPGRAM & Past record
			Average time taken for seeking additional information	15	Day	1.25	CPGRAM & Past record
			Average time for final redressal of the grievance	60	Day	2.50	CPGRAM & Past record
19.	Admission to School student from Cl- to Cl-X	2.0	Average Time taken from receipt of application in complete shape with prescribed fees subject to vacancy	15	Working Day	1.00	Past record

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### Grievance Redress Mechanism

Sl No	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Sri U.R. Mohan Raju, Secretary		<a href="mailto:secvppt@paradipport.gov.in">secvppt@paradipport.gov.in</a>	9937246222

## Citizen's / Client's Charter for Paradip Port Trust

### List of Stakeholders / Clients

Sl.No	Stakeholders / Clients	Sl.No	Stakeholders / Clients
1.	Management Committee	9.	Custom
2.	Clearing, Forwarding Handling Contractor	10.	Immigration Authority
3.	Surveyors	11.	East Coast Railways
4.	Registered employers/Stevedores	12.	CISF
5.	Shipping Companies/Steamer Agent	13.	Indian Coast Guard
6.	Exporters/Importers	14.	Employees, workers and retiree
7.	Transport contractor	15.	Ministry of Shipping, Govt. of India
8.	Contractors and Suppliers	16.	Citizens of India