

**PARADIP PORT TRUST
ELECTRICAL & MECHANICAL DEPARTMENT
CITIZEN/CLIENT'S CHARTER**

Sl. No.	Name of the Section/Wing	Basic Function	Service Standard	Responsible person / designation / Contact No.	Process	Supporting Documents	Category of Stakeholder	Charges / Fees	Any Other
1	2	3	4	5	6	7	8	9	10
1.	Iron Ore Handling Plant	Operation & Maintenance of IOHP.	(a) Receiving Operation (Rake Operation) : [Average tipping time (BCZ placement to Completion)] : Within 3Hrs 30 Minutes for single tippler operation (Iron Ore) <i>NB: Average Tipping time excludes the stoppages beyond plant control.</i> (b) Shipping Operation (Ship loading Operation) : [Berth-day output (Ship clearance to Completion)] : 20000MT (Iron Ore) <i>NB: Berth day output is considered excluding the stoppages beyond plant control.</i>	Executive Engineer (Opr ⁿ)	Mechanised Receiving & shipping operation	<u>Receiving Operation:</u> (a) Receipt of document from Yard Master (b) Performance Record <u>Shipping operation:</u> (a) Loading clearance & sequence plan from Agent (b) Performance Record	Exporters/ Importers	As per Scale of Rate (SOR)	
2.	Mechanized Coal Handling Plant	Operation & Maintenance of MCHP	(a) Receiving Operation (Rake Operation) : [Average unloading time (Table Placement to Completion)]: Within 1Hr 42Minutes <i>NB: Average unloading time excludes the stoppages beyond plant control.</i> (b) Shipping Operation (Ship loading Operation) : [Berth-day output (Ship clearance to Completion)] : 52000MT <i>NB: Berth day output is considered excluding the stoppages beyond plant control.</i>	Executive Engineer	Mechanised Receiving & shipping operation	<u>Receiving Operation:</u> (a) Receipt of communication from Area Control over telephone (b) Performance Record <u>Shipping operation:</u> (a) Loading clearance & sequence plan from Agent (b) Performance Record	Exporters/ Importers	As per SOR	

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3.	Port Electrical Division	Providing uninterrupted power supply to Port Township and harbor area	(a) Reliability of power supply to Port Township and harbor area : Above 99% subject to receipt of 100% demand power from OPTCL. (b) Availability of Night Navigation System: Above 95% (c) Providing Power supply : 1. Temporary Power Supply can be provided within 06 (six) days on receipt of application along with necessary documents and fulfillment of all required formalities, subject to feasibility of providing power supply. 2. Permanent Power Supply required to Port Trust Buildings (except Port Trust quarters) can be provided within 1(One) month of submission of all necessary documents & fulfillment of all required formalities, subject to availability of spare power from the nearest source and the necessary electrical installation / modification works to be taken up	(a) Executive Engineer, PED-II (b) Executive Engineer, PED-III (c) Executive Engineer, PED-III/II / I & IV	(a) Receipt of 132 kV power supply from OPTCL at 132/33 kV substation (b) Maintained through AMC (c) Apply in an applicable format enclosing all the relevant supporting documents and approval from competent authority.	(a) Record available at 132/33kV substation. (b) User certificate from Marine Dept. (c) Documents: For single phase power supply: Allotment order/Work order, Standard Test Report. For Three phase power supply: Allotment order/Work order, Standard Test Report, Inspection Report, Completion Certificate & Compliance Report. In case of requirement of power supply for work, recommendation from the concerned Department/Division	(a) Electricity Consumers (b) Marine Dept. (c) Electricity Consumers	NA NA As per prevailing Electricity Tariff of PPT	

			by the Applicant. 3. Permanent Power Supply (HT/LT) to the <u>private premises on Port Trust Lands</u> can be provided at single point within 2 (two) months of submission of all necessary documents & fulfillment of all required formalities, subject to availability of spare power and the necessary installation/modification works to be taken up by the Applicant. In case the Applicant requires that the service connection works shall be <u>taken up by PPT on deposit work basis</u> : additional period of 12 (Twelve) months will be required from the date of depositing the amount of service connection estimate by the Applicant, for taking up the necessary electrical installation / modification works on open tendering basis. 4. Permanent Power Supply (HT/LT) to premises at <u>other than Port Trust Building / Lands</u> can be provided at single point within 2 (Two) months of submission of all necessary documents provided the service connection works be taken up by the Applicant. In case of the Applicant requires that the service connection works			head is mandatory.			
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			<u>shall be taken up by PPT on deposit work basis</u> : additional period of 13 (Thirteen) months will be required from the date of depositing the amount of service connection estimate by the Applicant, for taking up the necessary electrical installation / modification works on open tendering basis. N.B.: 1. Power supply can only be provided subject to availability of spare power and feasible for the same. 2. Above time duration will be adhered to, if documents submitted by applicant are found in order & fulfillment of required formalities as per prevailing 'Power Supply Norms & Conditions' which has been circulated vide circular no. EM/PED/ESTG-10/2014/1098 dtd 09.10.2014. 3. The timings are considered to be under normal conditions. Delays beyond the control of Port Electrical Division such as Estate clearance, Finance concurrence, Administrative approval, tender finalization due to discharge of tender and/or execution of work (or deposit work basis) has not been considered.							
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4.	Workshop Division	1. Operation & Maintenance of Loco engines; 2. Minor fabrication & Machining of jobs for different divisions / offices of PPT. 3. Operation & Maintenance of ELL cranes.	(a) Meeting the demand of locomotive : 95% (b) Action for disposal of both the 20Ton ELL crane is under progress.	(a) Executive Engineer, WSD-II (b) Executive Engineer, WSD-I	(a) Providing locomotives as per requisitions of Traffic Dept.	(a) Receipt of requisitions Traffic Dept and Performance Record	(a) Traffic Dept.	(a) NA	
5.	P&D Cell	1. Assisting CME in technical works in coordination with all Divisions of the Department on day-to-day works 2. Preparation of reports on plan/non-plan works, MBO etc. 3. Ensuring sending of reply to Ministry letters, 4. According technical sanction of the estimate, etc	(a) To ensure sending reply to Ministry letters: Within 72 Hours. (b) To ensure according technical sanction of CME to the estimate: Within 3 days.	Executive Engineer, (P & D)	(a) Approval of Competent Authority. (b) Approval of CME	(a) NA (b) Sanction estimate. of	(a) Ministry (b) Divisions under E&M Dept.	NA NA	

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6.	Material Management Division	Purchase, Store keeping and Distribution / supply of materials from day to day operation of Port Activities	(a) To start procurement action within 03 days on receipt of indent clear in all respect (b) Tender finalization within 2-3 months if the bids are in order. (c) To supply the General consumables materials within a periods of 03 months and manufacturing items as per specification of PPT within 06 month	(a) Purchase Officer (AAM / AEE/AE) (b) Dy.MM/ Sr.Dy.MM (c) Dy.MM/ Sr.Dy.MM	Tendering process	Furnishing required documents as per Tender	(a) User Depts/ Divisions/ Sections (b) Suppliers (c) User Depts/ Divisions/ Sections	(a) NA (b) Cost of Tender Document & EMD as applicable. (c) NA	
7	Common Services applicable to all Divisions / Cells / Offices 1. Finalization of Tender: 1. Within the bid validity period as applicable for respective tenders. <i>NB: Time duration will be adhered to if bids received from bidders are found in order otherwise time period for finalization of tenders may exceed.</i> <i>The above is not applicable for MM division.</i>			EEs/SEs	Tendering process	Furnishing required documents as per Tender	Contractors/ Suppliers	Cost of Tender Document & EMD as applicable``	
	2. Bill Payment:	1. Contract related Bills will be released as per Contract Agreement. 2. Other Bills will be released within 7 days of the relevant information and receipt if all documents are furnished	1. Concerned EEs 2. Concerned DDOs	(a) As per conditions of Contract Agreement. (b) As per prevailing rules and regulations	(a) Based on the relevant documents as per Contract Agreement. (b) Based on required documents	1. Contractor s 2. Employee s	NA		
	3. Reply of letters:	Within 7days of receipt of the letter unless otherwise indicated.			Approval of Competent Authority.	NA	All stakeholders/ clients	NA	