



TRAFFIC DEPARTMENT

No.TD/TM/GEN-289/ 3244

Dated, the 24th December, 2025

TRADE CIRCULAR

All stake holders are hereby informed that POS module (iPortman) of EBS is made Live on 24.12.2025 in PPA. The new comprehensive POS is integrated with NLP-M platform and is designed to facilitate seamless flow of documents and information.

For error free user experience and to gain familiarisation of POS, PPA had conducted training sessions to the Port Users. Hands-on training may be performed by the Port Users with their laptop in the Conference Hall of Administrative Building (for shipping and cargo related activities) and YM office (for railway activity). VCN shall be generated from iPortman from 01.01.2026 and all the related transactions shall be carried out in NLP-M/ iPortman-Portal.

Facility is developed for pre-assessment. Port Users are requested to take advantage of this facility and do the pre-assessment. Port Users are advised to maintain sufficient balance in the PD account. Before declaration of the vessel in DTR group, Shipping Agent shall obtain VCN and the same shall be mentioned in the vessel declaration form. Shipping Agents are advised to input necessary data like RGRT wherever applicable in NLP-M so that assessment will be done on RGRT for Oil tankers in POS.

Until stabilisation of POS, Shipping Agents shall continue to post daily traffic figures in the DTR WhatsApp group as well as update the figures in POS.

PPA will be operating a Customers Facilitation Centre (Help Desk), wherein TechM shall advise, assist and resolve issues pertaining to POS. The Port Users shall bring their documents and laptop to the Customers Facilitation Centre. The details of Customers Facilitation Centre (Help Desk) is as under.

Particulars	Details
Helpline No.	06722 220791
Location	1) Conference Hall of Administrative Building (for shipping and cargo related activities) 2) YM Office (for railway related activities)
Email	pih.ppt@bloomcomputers.com

User manuals are available in the EBS portal for guidance ([Index of /Manuals/ppt docs](#)). Any grievances/ complaints/ issues related to POS shall be sent to pih.ppt@bloomcomputers.com and SOP for raising the ticket is enclosed herewith.

This trade circular is issued for information and guidance of all concerned.


Traffic Manager
Paradip Port Authority

Copy to:

- 1) All Importers/Exporters/Stevedores/Steamer Agents/Hawkers, Paradip Port.
- 2) KSAA/PPSA, Paradip Port.
- 3) TechM/ E&Y for information and necessary action.
- 4) All HODs of PPA for kind information and necessary action.
- 5) All Officers of Traffic Department for information and necessary action.
- 6) All sections of Traffic Department for information and necessary action.
- 7) Sr.Deputy Director, EDP Cell for information and necessary action.
- 8) CM (IT) and CM (PM) for information and necessary action.
- 9) CEL for information and necessary action.
- 10) OOGF.

Paradip Port Authority

Standard Operating Procedure Helpdesk Application



Submitted By

**Tech
Mahindra**

Plot No. 58 A & B,
Noida Special Economic Zone,
Uttar Pradesh-201305
www.techmahindra.com

1. Objective

The SOP is helpful for port customers to raise ticket against issues occurred in POS application.

2. Raising Ticket

2.1. Port customer will share issue along with document (screen shot) over mail.

pih.ppt@bloomcomputers.com

2.2. Port customer to maintain his/her contact detail while raising ticket

3. Logging & Distribution of Issues over Help Desk Application

3.1. Help Desk Team will go through the mail and raise a ticket with priority.

3.2. Help Desk Team will confirm the customer once ticket is raised in Help Desk application. Reference Ticket Id. would be provided to the customer over mail.

3.3. Help Desk Team will assign the ticket to the consultant (MSP)

3.3.1. Operational Issues would be assigned to iPortman Team

3.3.2. Billing related Issues would be assigned to SAP SD and SAP Finance

3.3.3. Customer related issues would be assigned to CRM

4. Resolution of Issue and closure of ticket

4.1. Consultant will confirm (Over Mail) the Help Desk team once the issues is fixed.

4.2. Help Desk Team will further share the resolution status to the Customers.

4.3. Help Desk will close the ticket in Help Desk Application.

5. Status Check

5.1. Customer can also check the status of their tickets via 'Help Desk Contact Detail'.

+91 – 67222 20791

pih.ppt@bloomcomputers.com

Note: Issues over WhatsApp / Phone cannot be accepted.

6. Escalation Point

Any issue related to application / phone could be escalated to **Mr. Sailender (+91-943711 8838)**