

MORMUGAO PORT AUTHORITY



आईएसओ 9001-2015,
आईएसओ 14001-2015 तथा
आईएसपीएस अनुपालक पत्तन

**(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. Integrated Management System

The Port is committed to maintain user-friendly approach, provide services of certain quality and standard unparalleled elsewhere. Mormugao Port is certified with Integrated Management System which includes ISO 9001:2015 & ISO 14001:2015 issued by the certification body M/s. Indian Register Quality Systems, Mumbai w.e.f. 29.12.2022.

Integrated Management System Policy

(Incorporating the requirement of ISO 9001:2015 & ISO 14001:2015)

MPA is committed to provide safe and cost effective Seaport Facility & Services, by adhering to applicable legal & other requirements and best green Port practices. MPA strives for protection of environment, service excellence, better reception facilities, continual improvement and enhancement of satisfaction of interested parties, through the use of Quality and Environmental Management System.

MPA continually improves its quality & environmental performance by prevention of adverse environmental impacts in all its operations. MPA prevents and controls pollution to maintain eco-friendly environment and imparts environmental awareness amongst all interested parties, so as to reduce and manage wastes in an environmentally responsible manner. MPA teams up with all interested parties to work towards pollution free environment.

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 release of Debit Memo Request from Operating department.
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	Registration of contractor (civil works upto 10 lacs)	Completion of registration within stipulated time.
15	Supply of fresh water to ships and at berths	within 2 days.
16	Prevention of fire occurrence and control in event of occurrence	Immediate.
17	Complaints regarding bribe and corruption	5 days.

Sr. No.	Our Services and Transactions	Our Service standard
18	Monitoring CPGRAM and Citizen Charter and submitting of quarterly report to Ministry of Shipping	60 Days.
19	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.
20	Medical treatment facility	100%
21	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:** Out of Six Mooring Dolphins, Three numbers Mooring Dolphins with draft of 13.10 mtrs. are capable of accommodating Panamax size vessels are available for handling ore and other bulk cargo using ship's own gears.
- 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 nos.10 &11 with a combined length of 520 mtrs. and draft of 13.0 mtrs. Vessels upto 225 mtrs. LOA (Panamax vessel) can be handled on each Berth. Covered and open storage accommodation is provided adjacent to the berths. Rail and Road facilities are available for clearance of cargos. 2 nos. 100 tonnes electronic weigh bridges are provided for weightment of trucks. 84 refer points are provided for maintaining low temperatures to service refrigerated containers. Port is having one number Harbour Mobile Crane, make: Italguru S.r.l, having capacity of 120 MT. Mormugao Port has facilities for handling dry bulk, break bulk cargo oil tankers and containers at berth nos. 10 & 11. Wheel washing system has been installed.

- v. Mechanised Cargo Discharge Facility:** Berth no. 5 & 6 are developed with combined length of 450 mtrs. and depth of 14.1 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.
- vi. Berth No. 7:** Berth no. 7 has been developed with a length of 300 mtrs. & depth 14.10 mtrs. with mechanised cargo discharge facility on DBFOT basis as a common users facility by private operator M/s. Adani Mormugao Port Terminal Pvt. Ltd. The permitted capacity for Berth No. 7 for handling coal / coke is 5.2 MTPA. Adequate facilities for receipt of cargo by Vessel through sea route are provided at the terminal. Adequate facilities for dispatch of cargo by road and rail modes are also provided at the terminal.
- vii. Ferry Services from Baina to Panaji:** The services have been commissioned since 22nd march 2018. For providing Ferry Services from Baina to Panjim. Licence Agreement is further extended Five years from March, 2022 with M/s. Drishti Cruise & Ferries Pvt. Ltd.
- viii. Full Rake wagon handling railway:** Presently 8 nos. Full Rake wagon handling lines are available for rake movements. Line no. 8 and 8A are provided with 25m wide platform finished with M50 grade paver blocks.
- 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.
- x. Environmental Monitoring Plan :** Port is adhering to Environmental Monitoring Plan and laid the Special emphasis for monitoring of Air & water quality compliances of EC and CTO conditions.
- 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 Drive :-

Mormugao Port is presently having about 25 acres of land under green belt, alongside hill slopes. The Port and its terminal operators are carrying out the plantation drive every year inside and outside operational areas, distribution to various organization, individual households etc.

In year 2019-20 Port has carried out plantation of 5000 Nos trees during monsoons

out every year during monsoons to increase the tree cover, providing the green belt around the storage areas.

Additional 5000 plantation of local species are planned for increasing the Green cover. around periphery of Port along roadside, inside Port area. In addition to that, about 1500 Nos fruit/medicinal plants were distributed and planted by the locals in the neighbourhood of Port, Educational Institutions, Govt. Offices etc.

In year 2020-21 Port planted 1350 Nos. of trees at Port colony and Port operational areas. In year 2021-22, Port has planted about 250 nos. of saplings during monsoons along roadside and Port operational areas. In 2022-23, plantation of 2425 saplings were carried out It is an ongoing process and carried.

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. Starlift Services Private Limited, Mumbai, for a period of two 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. **Additional 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 for a period of 10 years.
- e. **RFID and BIOMETRIC ATTENDANCE:** Under directions from the Ministry, 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 Port Employees based on their finger print is in place. 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, total power generation per year is about 3.0 lakh units.
- l. **Green Port Initiative:** As directed by the Ministry, port has taken action to provide Shore power supply to the vessels, being berthed at Breakwater, mole berth, Berth no. 8 & 4 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:** 2 nos. Automatic Truck Wheel Wash Units at the Exit Gate No. 9 are commissioned on 29.12.2021. The system is used for removal of the accumulated mud from the tyres of the trucks carrying cargo, so that dust movement is minimized.
- p. The Railway platform at Harbour Area has been extended to facilitate additional stacking area and rake movement. Port has installed and commissioned 7 nos. 30mtrs. High Masts with LED Luminaire through M/s. Bajaj Electricals Ltd. at a total cost of Rs.71,59,061/-, excluding of GST.
- q. **Under Harit Sagar** - Green Port Policy guidelines issued by Ministry of Ports, Shipping and Waterways, Mormugao Port has taken up various initiatives to bring down the carbon footprint to the desired level.
- r. **Supply of Sewerage water for Dust suppression** – Mormugao Port has taken the initiative and signed MoU with M/s Sewerage Infrastructure Development Corporation of Goa Ltd, for supply of treated Sewage water from their STP plant at Katem Baina for dust suppression for Berth nos. 5, 6, 7, 9, 10 & 11 at the cost of Rs 3.80 cr.

6. **Projects Completed and Commissioned**

A. Completed Project - Construction of 12 m wide Concrete Road connecting Berth no. 5, 6, 7, 8 & 9 to new Entry/Exit Gate was completed in November 2023. The project was funded under Sagaramala.

B. Projects under Implementation

1. **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 also will be sharing the cost.

LOOP – I from Varunapuri junction to Sada is 5.2Kms commissioned on 03/01/2022.

LOOP – II Four lane Fly over from Ravindra Bhavan junction to Berth No. 10 & 11 and is in progress. The work is likely to complete by May 2024. This will facilitate Port Traffic to access MPA at landing point near T-3 shed, thereby connecting NH566 directly via NH66.

2. **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 Sargamala Grant of Rs. 15.30 cr. was received by Port till date.

3. **Development of International and Domestic Cruise Terminals, Ropax, ferry and other allied activities at Mormugao Port :-**

The Government of India has envisaged the development of cruise tourism as a strategic state to boost tourism in the country. To fulfill this mandate, MPA has accordingly planned the captioned project. The project involves the development of world class international and domestic terminals which would act as a gate way of Goa.

For the purpose Mormugao Port has appointed M/s. Team One India Pvt. Ltd., the Architectural Design and Engineering Consultant and M/s. Feed Back Infra Pvt. Ltd., Gurgaon for preparation of Techno Economic Feasibility Report. Cochin Port was appointed as Project Management Consultant.

- The estimated cost of the project is Rs. 101.72 Crores. The work is presently in progress.
- The project is funded by MoPSW under Sagarmala Scheme and Ministry of Tourism.
- The project was awarded on EPC mode to M/s. RCC-ACC.

Proposed facilities:

- The proposed development consist of State of Art Terminal Building housing International and Domestic Cruise Terminal as well as allied facilities.
- The ancillary commercial Building will be developed as a shopping zones.
- There will be area for parking, landscaping and beautification with internal road network and utilities.
- The areas of the proposed complex development is as follows :
 - i. International and Domestic Cruise Terminal – 9872 sq.m.
 - ii. Ancillary commercial Building – 3736 sq.m.

Benefits of Project:

- Boost to the hinterland transport from Domestic as well as International Cruises.
- Generate employment (direct/indirect) for operation of taxis, baggage clearances, restaurants, housekeeping, cottage industries manufacturing local handicrafts and other related activities.
- Indirect benefit to the Goa government in the form of boost to the Tourism related industries.
- Providing frequent & timely Ferry/RoRo services for cruise travellers and locals.

4. Operations & Maintenance of International & Domestic Cruise Terminal and Ferry Terminal of Mormugoa Port, Goa on PPP mode at an estimated investment of Rs. 22.00 Crore for a period of 30 years, is in process.

The project was awarded to Goa International Cruise Terminal Limited and the Concession Agreement was signed on 21-09-2023.

5. Construction of Up ramp 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 Up ramp 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. Work is in progress and is likely to be completed by May, 2024.

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

- The existing Berth No. 10 & 11 were constructed in the year 1985 and 1993 respectively with a total berth length of 570 m and capacity of 6MPTPA for handling Dry bulk, Break bulk containers, liquid cargo. In order to switch over to landlord port, it was proposed to handover Operation and Maintenance to Private Operator for 30 years.
- Govt. of India(GoI) has approved the project in February, 2023 for Rs. 139.63 cr. for Operation and Maintenance of Berths on PPP Mode for 30 years.
- The Project was awarded to M/s. Delta Infralogistics (Worldwide) Limited. The Concession Agreement signed between MPA & M/s. Delta Ports Mormugao Terminal Pvt. Ltd., on 14.12.2023.

7. Installation of 3MWp Solar Power Plant

- Mormugao Port Authority is in process of installing 3 MWp Solar Power Plant in line with the directives/target fixed under Maritime India Vision (MIV) - 2030, so as to enhance the usage of renewable solar energy at Port. M/s. Goa Energy Development Agency (GEDA), has been appointed as a Project Management Consultant for the project.

- Design, Engineering, Procurement, Construction, Commissioning and Comprehensive Management for 10 (Ten) Years of 3 MWp/2.25 MW Solar Power Plant will be carried out by M/s Oriana Power Limited, Noida at the quoted amount of Rs. 14,88,21,000/- and is expected to be completed by December 2024.

8. Augmentation of firefighting facilities at Berth no. 8 of Mormugao Port Authority:

- Berth No. 8 of MPA is being used by Port operators for handling Petroleum Products, which is more than 26 years old. Mormugao Port Authority is in process of Augmentation of firefighting facility at Berth no. 8. M/s. FLS Engineering Consultants Pvt. Ltd., Mumbai, has been appointed as a Consultant for the project.
- The 'Augmentation of Firefighting facilities at Berth No. 8 of MPA' will be carried out with latest technology by M/s Sterling and Wilson Private Limited, Mumbai, at the quoted amount of Rs.14,60,89,489/- and the work is expected to be completed by November 2024.

C. Projects under Restructuring

1. Redevelopment of Berth No. 9 and Three Barge Jetties on PPP Basis:

- 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 121000sq.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.
- Since there was no response from qualified bidders in participation in Financial stage.

- The project is re-structured for I) Development of Drydock and Ship Building yard in place of existing Five Jetties for Rs. 984 cr. on PPP Mode and the SFC proposal submitted to Ministry for approval.
- Berth no. 9 with backup areas is under consideration for various other alternative mode of Development based on the market trend and investors demand.

D. Project Under Conceptual stage

1. 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 following Projects were considered for development .

- Fishing Jetty ---- Rs.96 Cr.
- Passenger launch Jetty -- Rs. 21Cr.
- Proposed Jetty for Indian Navy & Indian Coast Guard - Rs.250 cr.
- Coastal Cargo Berth – Rs. 203 Cr.
- The ToR for the project was lapsed in May 2022, Port has submitted re application for Revision of (ToR) Terms of Reference with MoEF & CC on 1st December, 2023 for taking up EIA studies and implementation of Project.

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	tm@mptgoa.gov.in dc@mptgoa.gov.in hm@mptgoa.gov.in	9822102651 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.

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
3	Lease/ License and renewal of existing lease/ Sublease	5	CE	ce@mptgoa.gov.in	9423062087	<ol style="list-style-type: none"> 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 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. 	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
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	9423062087	<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 (CDC)	fa&cao@mptgoa.gov.in	0832-2594413	After release of Debit Memo Request, raising of invoice in SAP.	DMR, Statement of facts/ agreements 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.

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
13	Payment to Contractors / Suppliers	3	TM/DC/CE/CME/FA&CAO	tm@mptgoa.gov.in dc@mptgoa.gov.in ce@mptgoa.gov.in cme@mptgoa.gov.in fa&cao@mptgoa.gov.in	9607700320 9822100481 9423062087 9727079223 9845815808 9823328688 0832-2594202	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 and Bank statement for having payment effected to the employees of Contractor.
14	Registration of contractor (civil works upto 10 Lacs)	2	CE	ce@mptgoa.gov.in	9423062087	<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.

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
15	Supply of fresh water to ships and at berths	2	DC/HM	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
16	Prevention of fire occurrence and control in event of occurrence	4	HM/FO	hm@mptgoa.gov.in	9822102265 9	In the event of fire reported, the signal station informs fire station to act accordingly.	Emergency contact details conspicuously posted in Port areas.
17	Complaints regarding bribe and corruption	4	Shri T. Prabhu, IOFS, Chief Vigilance Officer(Addl. Charge)	cvo@mptgoa.gov.in	0832-2594161	<ol style="list-style-type: none"> 1. Receipt of Complaints 2. Enquiry & Investigation 3. submission of Report to Chairperson 4. furnishing report to Ministry on action taken 	Verifying the address of the Complainant

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
18	Monitoring CPGRAMS, Citizen Charter and submitting of quarterly report to Ministry of Shipping	5	Shri M. Sankar Babu, Secretary	secretary@mptgoa.gov.in	0832-2521120	<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. 	<p>Duly vetted information from concerned HOD.</p> <p>Action taken report from other Departments.</p>
19	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Providing necessary connection to the vendors on requisition. 2. Raising of DMR of SAP to CDC for invoicing. 	<ol style="list-style-type: none"> 1. Requisition from the Vendors for power connection. 2. Relevant Test certificates of electrical equipment / appliances.

Sr. No.	Service	Weight	Responsible person (Design.)	E-mail	Mobile No.	Process	Document needed
1	2	3	4	5	6	7	8
20	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.
21	Monitoring of Ambient Air Quality data by installing CAAQMS Station at Port Institute Bldg., Vasco.	7	XEN(P-I)	environcellmpt@gov.in	9423323111	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	65.34	60	Hrs.	SAP/Ministry Targets
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)

Sr. No.	Service	Weight	Success	Service Standard	Unit	Data Source
1	2	3	4	5	6	7
9	Allotment of storage area inside the wharf	4	100%	Achieved	-	ATM(S)
10	Allotments of gangs for cargo operation	3	100%	Achieved	-	CHLS
11	Raising of bills and services	--	100%	Within 5 working days of release of Debit Memo Request from Operating Department.	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 are released as per terms & conditions of contracts to Contractors / suppliers after submissions of bills, completed in all respects.	days	SAP
14	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
15	Supply of fresh water to ships and at berths	2	100%	within 2 days	days	shipping section
16	Prevention of fire occurrence and control in event of occurrence	4	100%	immediate	calls	occurrence Book
17	Complaints regarding bribe and corruption	4	Average time taken to redress the complaints and report to Chairman & Ministry	5	days	Ministry's record
18	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
19	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
20	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.
21	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 M. Sankar Babu	Secretary	General Administration Department, Mormugao Port Authority, 3 rd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.	Telephone : 0832-2521120 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 Ports, Shipping & Waterways.

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. Chairperson / 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 Vinayaka Rao B. S.	Dy. Chairperson	MPA	dychairman@mptgoa.gov.in

Central Public Information Officers of All Departments

Sr. No.	Name of CPIO	Designation	Department	Address	E-mail
1.	Shri Satish Honnakkatte,	Chief Mechanical Engineer	Mechanical Engineering	MPA	cme@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 Anant V.P. Chodnekar	FA & CAO	Finance	MPA	fa&cao@mptgoa.gov.in
5.	Shri Santosh Naik	Law Officer Gr.I & Secretary(i/c)	General Administration	MPA	secretary@mptgoa.gov.in
6.	Dr. J.S.N. Ravi Krishna	Chief Medical Officer	Medical	MPA	cmo@mptgoa.gov.in
7.	Shri Sudin Prabhu Dessai	Chief Engineer (i/c)	Civil Engineering	MPA	ce@mptgoa.gov.in
8	Shri Piedade Eutiquio Bosco Antonio Rodrigues	Executive Engineer (E)	Vigilance	MPA	cvo@mptgoa.gov.in

CENTRAL ASSISTANT PUBLIC INFORMATION OFFICERS

Sr. No.	Name of CAPIO	Designation	Department	Address	E-mail
1	Shri Sakharam R. Singbal	Supdt. Engineer (Civil)	Civil Engineering	MPA	dnyanoba.kamble@mptgoa.gov.in
2	Dr. (Mrs.) Gloria D'Silva e Kamat	Sr.Dy.CMO	Medical	MPA	gloria.dsilvakamat@mptgoa.gov.in
3	Shri Milind Desai	Dy.CAO	Finance	MPA	milind.dessai@mptgoa.gov.in
4	Shri Jerome Clement	Sr. Dy. TM	Traffic	MPA	jerome.clement@mptgoa.gov.in
5	Capt. Arun Kumar	Harbour Master	Marine	MPA	hm@mptgoa.gov.in
6	Shri J. P. Rodrigues	SE(M)	Mechanical Engineering	MPA	joaopedro.rodrigues@mptgoa.gov.in

11. Responsibility Centers

Sr. No.	Responsibility Centres	Landline Number with STD Code	E-mail	Address
1	Dr. N. Vinodkumar, IPoS:1994 Chairperson	0832-2521100 0832-2521200	chairman@mptgoa.gov.in	Mormugao Port Authority, 3 rd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.
2	Shri Vinayaka Rao B.S., Dy. Chairperson	0832-2521110	dychairman@mptgoa.gov.in	Mormugao Port Authority, 3 rd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.
3	Shri T. Prabhu, IOFS, Chief Vigilance Officer(Addl. Charge)	0832-2594161	cvo@mptgoa.gov.in	Mormugao Port Authority, 3 rd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.
4	Shri Satish Honnakkatte, Chief Mechanical Engineer	0832-2521170	cme@mptgoa.gov.in	Mormugao Port Authority, 2 nd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.
5	Capt. Manoj Joshi, Dy. Conservator	0832-2594801	dc@mptgoa.gov.in	Mormugao Port Authority, 1 st floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.
6	Capt. Himanshu Shekhar, Traffic Manager	0832-2594701	tm@mptgoa.gov.in	Mormugao Port Authority, 3 rd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.

Sr. No.	Responsibility Centres	Landline Number with STD Code	E-mail	Address
7	Shri Anant V.P.Chodnekar, FA & CAO	0832-2521130	facao@mptgoa.gov.in	Mormugao Port Authority, 1 st floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.
8	Shri M. Sankar, Secretary	0832-2521120	secretary@mptgoa.gov.in	Mormugao Port Authority, 3 rd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.
9	Dr. J.S.N.Ravi Krishna, Chief Medical Officer	0832-2521377	cmo@mptgoa.gov.in	Mormugao Port Authority, Medical Department, Headland, Sada.
10.	Shri Sudin Prabhudessai, Chief Engineer (i/c)	0832-2521164 0832-2521162	ce@mptgoa.gov.in	Mormugao Port Authority, 2 nd floor, "SAARASI" Administrative Office Building, Headland, Sada, Goa – 403804.

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	