

CITIZEN'S/ CLIENT'S CHARTER OF COCHIN PORT TRUST

Main Services/Transactions

Sl. No	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile / Land Line Nos.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Allotment of berths to vessels	08	Traffic Manager	tm@cochinport.gov.in	2666418	Cochin Port has adopted online berth allotment system. No berthing meeting is conducted. The requests are received on electronic form and allotments are made as per the Govt.guidelines. Allotment is communicated to user in electronic form.	VCN to be generated	Cargo services	Bank Transfer	Please refer Revised Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 29.11.2019
2	Pilotage	08	Harbour Master	hm@cochinport.gov.in	9847049023	As per decision taken in Daily Traffic Report. - The charges shall be as per prevalent Scale of Rates (SOR) for the particular item.	All statutory certificates & P&I certificate	Vessel services	Bank Transfer	Please refer Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 29.11.2019
3	Cargo handling operations at wharves.	10	Sr.Dy.TM	jimmygeorge@cochinport.gov.in	9847449034 2582201	Licensed Stevedores appointed by the Importer/Exporter use cargo handling workers of Cochin Port for unloading/loading using ships cranes/shore based cranes. - The charges shall be as per prevalent Scale of Rates (SOR) for the particular item.	(i) Documents- IGM for Import and SB&LEO for Exports (ii) Payment of charges as per SOR	Cargo services	Bank Transfer	Please refer Revised Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 29.11.2019

4	Allotment of Storage Areas inside the wharf on temporary basis	06	Sr.Dy.TM	jimmygeorge@cochinport.gov.in	9847449034 2582201	Allotment of storage space inside bonded area is done on license basis against the request from the customer. The charges shall be as per prevalent Scale of Rates (SOR) for the particular item.	Request in writing	Cargo services	Bank Transfer	Please refer Revised Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 29.11.2019
5	Availability of cargo handling equipments (Fork Lift Truck, Light Duty Mobile Crane & Heavy Duty Reach Stacker)	06	Asst.Exe. Engineer (M)	joykumar@cochinport.gov.in	2582396	Applicant submits the request to Traffic Deptt. Traffic Deptt. transmits the indent to IC Engine Division through E-Port. AE(M) makes the allotment of equipment and the charges are debited from the account of applicant as per the SoR.	Request in writing	Cargo services	Bank Transfer	Please refer Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 29.11.19
6	Mobile Harbour Crane of 40T capacity with hook and grab for cargo handling	05	Supt. Engineer (Ele)	abdulrahim@cochinport.gov.in	9633392449	Applicant submits the request to Traffic Deptt. Traffic Deptt. transmits the indent to Electrical Division through E-Port. EE(Ele) makes the allotment of equipment and the charges are debited from the account of applicant as per the SoR .	Request in writing	Cargo services	Bank Transfer	Please refer Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 29.11.2019
7	Allotment of Gangs for cargo operations	04	Sr.ATM (E&O)	manjunathajs@cochinport.gov.in	9243300948	Licenced Stevedores make request to the Sr.ATM for Gangs. Gangs allotted from the gang booking section according to priority of cargo/ship.	Request letter from Stevedores	Cargo services	N/A	Nil
8	Supply of fresh water to ships at NTB & STB	02	AE(OTB)	dm@cochinport.gov.in	2351534 9562396563	Requisition to be given to the office of the AEE(OTB)-As per prevalent Scale of Rates(SOR)for the particular item.	Request letter	Ancillary services	Bank Transfer	Please refer Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 29.11.2019
9	(a)Hiring of Port's Dredger (b) fender pontoons and buoy tender	03	MES	thomasmathew@cochinport.gov.in	9447290256 2666018	Requisition given in MES office will be processed as per availability of equipments. -As per prevalent Scale of Rates(SOR)for the particular item.	Request letter in format	Ancillary services	Bank Transfer	(a) Revised to Rs.80,000/- per hour + service tax. (b) As per

										Scale of rates w.e.f 29.11.2019
10	Lease/ license and renewal of existing lease/Sub-lease	10	Sr.Asst. Estate Manager	emili@cochinport.gov.in	9526061644	As per the prevalent Land Policy Guideline released by the Government of India-from time to time.-As per prevalent Scale of Rates (SOR) for the particular item approved by TAMP.	Participation in Tender cum Auction.	Estate Services	Bank Transfer	As per scale of rates approved by TAMP w.e.f 21.08.2016
11	Prevention of fire occurrence and control in the event of occurrence	04	Chief Fire Officer	ramesh.mp@cochinport.gov.in	7736805496	Routine inspection and receipt of emergency call on VHF/Telephone- As per prevalent Scale of Rates(SOR)for the particular item.	NA	Ancillary services	Bank Transfer	Please refer Scale of Rates in Homepage>> Business Tariff>Scale of rate w.e.f. 03.06.2016
12	Construction & maintenance of civil structure, roads, jetties, wharves etc.	04	Chief Engineer	ce@cochinport.gov.in	9847049021 2582400	Requisition/ information to be given to the office of the CE	Requisition	Engineering services	Nil	Nil
13	New water supply connection in area serviced by the Port	02	EE(CM-I)	rekha.cs@cochinport.gov.in	9562266210 /2582475	Requisition to be given to the office of the AE(WS&S)/ EE(CM-I); Issue order by EE(CM-I) based on the estimate; Payment and supply of items by the applicant.	Request letter	Utilities	Bank Transfer	Amount as fixed after site inspection
14	Power Supply -New LT service Connection	03	Supt. Engineer (Ele)	abduhrahim@cochinport.gov.in	9633392449	As per the Supply code revised from time to time	Application Form with all relevant details.	Utilities	Bank Transfer along with Service charge	Rs.50.0
15	Power Supply -New HT Service Connection	03	Supt. Engineer (Ele)	abduhrahim@cochinport.gov.in	9633392449	Getting approval of the energisation of HT installation from the Chief Electrical Inspectorate, Chennai.	Application Form with all relevant details	Utilities	Bank Transfer along with Service charge	Rs.1000.0
16	Electrical Power supply complaints	04	Dy.Chief Mechl. Engineer (Ele)	dcmeele@cochinport.gov.in	9847403399 0484258236 6	Intimating the complaint at the Control Room 24 X7	N/A	Utilities	Nil	Nil

17	Registration of Contractors (Civil works costing up to Rs.100 Lakhs only)	02	Dy.CE (PD)	dycepd@cochinport.gov.in	9526062755 2582401	Registration Form duly filled in with all the required details	Application Form with all relevant details	Ancillary services	Demand Draft/ Cheque payment	As per registration rules
18	Vendor Registration (Stores Division)	04	Sr.Dy. Materials Manager	sdmm@cochinport.gov.in	2667180/ 2582467	1) Submission of Vendor Registration Form duly filled with all the required details. 2) Copy of Cancelled Cheque	Vendor Registration Form available in Port's website/with Dy.Materials Manager.	Ancillary services	Nil	Nil
19	Payments to suppliers/contractors	04	Sr. Accounts Officer Sr. Dy. CAO	sreedevi@cochinport.gov.in Value less than 5 lakhs Rajashree.k@cochinport.gov.in Value above 5 lakhs	2582612	Running/final bills of contractors/suppliers Payment through Bank Transfer/Cheque	Submission of documents through E-port system, Measurement book and Bills in Original	Financial services	Nil	Nil
20	Issue of Toll Passes (Monthly/Quarterly/Half yearly/Yearly)	02	Asst.Secr etary, 'F' Section, GAD.	asstsecyf@cochinport.gov. in	2582106	On submission of chalan at F Section, pass will be issued on the same day	Format available in the website	Ancillary services	Cash payment /Cheque /DD	As per TAMP Notification No.180 dt. 29.11.2019
21	Emergency medical aid available to non port employees/public also	06	Duty Medical Officer	cmo@cochinport.gov.in	2666403	Immediate attention for emergency patients (24 X 7) First Aid immediately -Rates as prescribed by the Board for non Port patients.	OP Ticket	Medical services	Cash Payment /POS	150/- for consultation

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Service Standards

Sl. No	Services/Transaction	Weight %	Success Indicators	Service Standard	Unit	weight	Data Source
1	Allotment of berths to vessels	08	Time taken from the receipt of request in Berthing meeting and allotment	1.5	Hrs.	8.00	As per records
2	Pilotage	08	Average time taken by ship from pilot boarding till berthing	2	Hrs.	8.00	As per records
3	Cargo handling operations at wharves.	10	Average ship berth day output	15000	MT	10.00	As per records
4	Allotment of storage area inside the wharf on temporary basis	06	Time taken from the receipt of request till allotment	04	Hrs.	6.00	As per records
5	Availability of cargo handling equipments (Fork Lift Truck & Heavy Duty Reach Stacker)	06	Average time taken from the time of receipt of confirmed booking at EW/ICE subject to availability of the equipment.	30	Min.	6.00	As per records
6	Mobile Harbour Crane of 40T capacity with hook and grab for cargo handling	05	Average time taken from the time of receipt of request of requirement subject to availability of equipment till equipment is made available.	24	Hrs.	5.00	As per records
7	Allotment of Gangs for cargo operations	04	Allotment of gang from the time of starting of shift.	20	Min	4.00	As per records
8	Supply of fresh water to ships at NTB & STB and water barge at NTB	02	Average time taken from requisition received and commencement of pumping.	60	Min.	2.00	As per records
9	Hiring of Port's Dredger, fender pontoons and buoy tender	03	Average time taken from the requisition till deployment of dredger.	24	Hrs.	3.00	As per records
10	Lease/ license and renewal of existing lease/Sub-lease	10	Average time taken for issuing allotment order after obtaining approval from the Competent Authority.	10	Days	10.00	As per records
11	Prevention of fire occurrence and control in the event of occurrence	04	Average time taken from requisition of call to turn out.	60	Sec	4.00	As per records
12	Construction & maintenance of civil structure, roads, jetties, wharves etc.	04	For projects-average time taken between requisitions received in complete shape and commencement of the work.	180	Days	4.00	As per records

13	New water supply connection	02	Average time taken from the date of receipt of application with all required documents and after compliance of the observations , if any	7	Days	2.00	As per records
14	Power Supply -New LT service Connection	03	Average time taken from the date of receipt of application complete in all respects, receipt of security deposit, connection charges etc. as per supply code where no extension of distribution main is required	2	week	3.00	As per records
15	Power Supply -New HT Service Connection	03	Average time taken from the date of receipt of application complete in all respects and remittance of all payments as per demand note.	4	Months	3.00	As per records
16	Electrical Power supply complaints	04	Average time taken for attending normal complaint.	60	Min.	4.00	As per records
17	Registration of Contractors (Civil works costing up to Rs.1Cr)	02	Average time taken from the date of receipt of request with all required details.	30	Days	2.00	As per records
18	Vendor Registration (a) Stores Division	04	Average time taken from the date of receipt of request till registration.	30	Days	4.00	As per records
19	Payment to suppliers/contractors	04	Time taken for running accounts bills from the date of receipt of proper documents till effecting payments.	3	Days	4.00	As per records
20	Issue of Toll Passes(Monthly/Quarterly/ Half yearly/Yearly)	02	Average time taken from the receipt of chalan till issue of passes.	02	Days	2.00	As per records
21	Emergency Medical Treatment	06	Average time taken for attending a patient in emergency services.	Immediate	Time	6.00	As per records

Grievance Redress Mechanism

Sl. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Smt.C.Premakumari,Secretary	0484-2666412	secretary@cochinport.gov.in	9847049028

List of Stakeholders/Clients

1	Steamer Agents Association	7	CFS Operators
2	Cochin Customs Brokers' Association	8	PPP Operators
3	Lessees	9	Contractors and suppliers
4	Employees/ workers	10	Central Govt. Offices/PSUs
5	Chambers of Commerce	11	State Government Offices/PSUs
6	Stevedores		

Responsibility Centers and Subordinate Organizations

Sl. No.	Responsibility Centres and Subordinate Organizations Description	Landline Number	Email	Mobile Number	Address
1.	Smt.C.Premakumari,Secretary	2582100	secretary@cochinport.gov.in	9847049028	Gen.Admn.Dept
2.	Shri. Jimmy George, Traffic Manager I/C	2666418	tm@cochinport.gov.in	9847449034	Traffic Department
3.	Shri. V. Thuraipandian, Chief Mechanical Engineer	2582300	cme@cochinport.gov.in	9444610664	Mechanical Engineering Department
4.	Sri.G.Vaidyanathan, Chief Engineer	2582400	ce@cochinport.gov.in	9847049021	Civil Engineering Department
5.	Capt.Joseph J Alappat ,Dy.Conservator	2582500	dc@cochinport.gov.in	9847049056	Marine Department
6.	Sri.B.Bhagyanath, Financial Adviser & Chief Accounts Officer	2582600	fa@cochinport.gov.in	9847049025	Finance Department
7.	Dr.Roy Thomas, Chief Medical Officer	2582700	cmo@cochinport.gov.in	9847049026	Medical Department

Updated as per the decisions of the Quarterly Meeting of the Task Force constituted for the purpose, held on 20.11.2019.