



COCHIN PORT TRUST

TRANSPARENCY PLAN

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1) Transparency by placing all relevant information on website:

- Information voluntarily disclosed as per clause 4 of RTI Act
- Citizen Charter
- Regulations
- Circulars
- Tenders
- Statement of Pending Bills
- Tenders are also uploaded in e-tendering portal as well as Central Procurement portal besides displayed in the Cochin Port website.
- Daily Vessel movements, Vessel position and expected Vessels and Scale of Rates

2) Transparent System with Minimum Discretion-

- Systemic Improvements in Tender Processes for Transparency (Annexure)
- ISO Manuals
- Vigilance Compendium
- Citizen's Charter
- Scale of Rates

3) Independent External Scrutiny:

- Integrity Pact (for all contract of Rs.3 crores and above)
- Integrity Index
- CAG Audit
- Third Party Monitoring (for all contracts under Integrity pack- threshold value of Rs. 5 crores and above)
- Variation Committee for Deposit Works.
- External Performance Audit under ISO
- IEM Meeting (Quarterly) with contractors to review contracts under integrity pact.

4) Stakeholders Interaction:

- Customer meets
- Grievance redressal meetings with Associations
- Technical Issues Workshops with Stakeholders
- Cruise co-ordination meeting with all stakeholders before the arrival of Cruise vessels
- Meeting with stakeholders before the arrival of cargo vessels.
- Trade facilitation centre

5) Accessibility of Management to Public

- Public Information Officer in all Departments.
- Dissemination of information through social media(Twitter/Facebook/Instagram)
- Officers designated for Pensioners' grievances

6) Transparency Acts/ Policies:

- Right to Information Act
- Whistleblower Policy
- Citizen Charter

7) Transparency in Receipts & Payments

- E-Payments – NEFT/RTGS
- E-Receipts

8) Grievance/ Complaint Redressal & Feedback

- Public Grievance Officers in all Departments
- Grievance Redressal through CPGRAMS
- Suggestion/Complaint boxes in all Departments
- Trade facilitation Counter
- Walk in grievance handling at fixed times.

9) Minimization of Discretion through Computerization:

- Access Control System
- E-Permits/ E-Licences
- ERP
- PCS-2
- E Platform for stakeholders
- E-Tender
- EMD Refunds
- Digitization of Documents
- RFID based vehicle access control at wharf
- Online berth Allotment
- Customer Portal in Port Operating System

10) Vigilance Action:

- Vigilance Helplines/ Website
- Preventive Vigilance
- Punitive Vigilance
- Surveillance and Detection
- Fraud Prevention Initiatives
- Vigilance Inspections (onsite/ file/ tenders)
- Surprise Inspections
- Agreed List
- Co-ordination with CBI/ACB
- Scrutiny of Annual Property Returns
- Monitoring of Purchase of Immovable Property
- System Studies for improvement
- Chief Technical Examiner (CTE) type Inspection of Major Projects

11) Changing Minds Programme:

- DIY sessions on eco-friendly way of life
- Campaign against SUP (art installations, skit etc)
- Volunteering during natural calamities/disasters

12) Transparent Policies in HR:

- Transfers in Sensitive Posts
- Meetings with Unions
- Transparent Recruitment Policy

13) Transparent Policy for Land Allotment & Management

- Land allotment is as per the Policy guidelines for Land Management by Major Ports (PGLM) issued by Govt of India. Transparency and accountability provision mentioned in the PGLM is meticulously followed.

14) Employees' Grievances Redressal System:

- Grievance Redressal Mechanism in all depts
- Regular Interaction with Unions
- Safety Committee Meeting
- Regular Meetings with SC/ST/OBC Association
- Internal Complaints Committee for complaints related to sexual harassment of Women at work place (Women Cell)

15) Incentivization of Integrity/Exemplary service:

- Awards for exemplary service/integrity distributed on Port Day, held annually

16) Capacity Building :

- Periodical trainings to employee
- Technical Presentations for upgrading knowledge regarding new products, construction techniques etc.
- Participation in Conferences/Seminars/ Workshops

17) Monitoring by the Senior Management :

- Administration Report
- Annual Accounts/Audit Report
- ISO Audit Report
- Action taken report on Board's resolutions
- Periodical Disclosures
- HOD meetings on every Tuesday
- Regular inspection of work sites by Sr.officials.

Systemic Improvements in Tender Processes for Transparency

1. General:

Open tenders are invited for procurement of works, goods and services with an estimated value of Rs.5 lakhs and above through eTendering mode and open quotations are invited for value less than Rs.5 lakhs. Notice Inviting Tenders are published in the Newspapers for the tenders above the threshold value of Rs.5 crores. Notice Inviting Tenders are hosted in Cochin Port Trust website, eTendering Portal and Central Public Procurement Portal for all tenders and quotations. Procedure and threshold limits for registering the vendors in Cochin Port Trust are decided in the Port Trust Board from time to time.

2. Procedures for Tenders and Quotations:

Procedures for Tenders and Quotations are as given below.

Sl. No.	Procurement/ Electrical & Mechanical works	Civil works	Procedure
1	Rs.25 lakhs and above	Rs.10 lakhs and above	Open tenders
2	Above Rs 5 lakhs and up to Rs.25 lakhs	Above Rs 5 lakhs and up to Rs.10 lakhs	Special limited tenders
3	Up to Rs 5 lakhs	Up to Rs 5 lakhs	Quotations
4	Proprietary items	Proprietary works	Single tender / Quotation as applicable

3. General Conditions of Contract (GCC):

GCC for Civil, Electrical and Mechanical works, except dredging work applicable both types of tenders i.e. “ Percentage rate tenders and item rate tenders” is available in the Cochin Port Trust web site.

4. E- Tendering

The eTendering for Civil, Electrical and Mechanical works are provided through **tenderwizard.com** developed by the service provider M/s. KEONICS, a Govt. of Karnataka Enterprises and the product complies with GFR Guidelines, CVC Guidelines and IT Act.

5. Preparation of Estimates

In the normal course the estimates are prepared based on DSR for the items which are covered under DSR plus Cost Index of 46.08% applicable to Ernakulam district of Kerala state and deducting the GST component already included in the rates. Where the works are of a specialized nature and rates are not available in DSR estimate is prepared by taking rates of those items from the already approved rates / market rates in that hierarchy. In order to obtain market rates budgetary quotes shall be invited from reputed firms ascertained through market assessment. For all proprietary items/ works budgetary quotes will be invited from the manufacturer / authorized dealer.

6. Pre-qualification Criteria:

Pre-qualification criteria in tenders are based on relevant CVC guidelines.

7. Refund of Earnest Money Deposit:

Refund of EMD shall be done in a time bound manner and for which details of the bidder opting for refund of EMD through e-payment system will have to be provided by the bidder in the bid submitted.

8. Tender Committee Meetings:

Tender inviting department shall ensure the following:

- a) Tender Scrutiny Report is correctly drawn with clear observations.
- b) Authenticity of the documents in support of claims on experience by the bidders shall be verified from the respective employers by the tender inviting department.
- c) A detailed note along with a comparative statement shall be prepared in respect of the qualification criteria and the eligibility of each of the bidder to the Finance Department and Tender Committee shall be circulated in advance clearly mentioning the venue, date and time of the Meeting of the Tender Committee. The meeting of the Tender Committee shall be held by the Chairman of the Committee after verification of the above documents by the Finance Department.
- d) Tender Committee proceedings shall be drawn and approved by the Committee Members on the day of meeting or on the next working day.

9. Negotiation with L1 Bidder:

Normally there shall not be any negotiation. However, if the Tender Committee/ Department concerned recommends that negotiation is to be conducted with the L1 bidder for justifiable reasons, then in such cases negotiation with L1 bidder may be conducted with the approval of the Competent Authority.

10. Reasonability of Low Quoted Rates:

If the rates quoted by the L1 bidder are less by more than 10% of the estimate, the Department may, if necessary, call the L1 bidder for clarification and justification for the rates may be recorded and the document / undertaking to that effect that the rates are workable and the quality of the work/ supply will not be affected, may be obtained from the L1 bidder before the tender is accepted.

11. Maintenance of Records relating to Tender:

- a) Head of Department inviting the tender shall nominate one officer as Officer-in-Charge of the tender. Designation, address, telephone, cell number and email id of the nominated officer shall be mentioned in the tender document.
- b) Officer-in-Charge of the tender shall ensure that all registers/documents/records as per CVC guidelines are maintained by him.

(Approved by Chairman vide DDFS file No. GAD/WO/5854/2020 dated 21.12.2020)