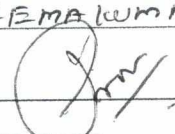


COCHIN PORT AUTHORITY

**GENERAL ADMINISTRATION
DEPARTMENT
QUALITY MANUAL**

DOCUMENT NO. ADM

Version	ISO Standard	Date of system implementation
1.0	9002 – 1994	05.01.2001
2.0	9001 – 2000	01.07.2003
3.0	9001 – 2008	02.11.2009
3.1	9001 – 2008	14.09.2012
4.0	9001 – 2015	02.04.2018
4.1	9001 - 2015	22.11.2022

	Reviewed by Sr. Dy Secretary	Approved by the HoD
NAME	Jijo Thomas	C. PREMAKUMARI.
SIGNATURE		

Copy No.	Copy Holder
✓ 01	SECRETARY
02	SR. DY. SECRETARY
03	SR. DY. DIRECTOR (R)
04	SR. ASST. ESTATE MANAGER
05	ISO Cell, MR
06	Certifying Body - IRQS

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QUALITY POLICY

QUALITY POLICY
(ISO 9001:2015 Certified Port)

“COCHIN PORT AUTHORITY IS COMMITTED TO ENHANCE CUSTOMER SATISFACTION WITH COST EFFECTIVENESS THROUGH CONTINUAL IMPROVEMENT OF PORT FACILITIES AND PROFESSIONAL SERVICES FOR SEA BORNE TRADE DULY COMPLYING WITH STATUTORY AND REGULATORY REQUIREMENTS.”

Sd/-

CHAIRPERSON

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/01

AMENDMENT RECORD

Doc. No.	Page No.	Revision No.	Effective Date	Amendment Details	Approved by
ADM/G/07/A/01	2	0.0	21.08.2023	Objectives of the Department compiled and included in DQM as 2(a)	Secretary
ADM/G/07/A/08	10	0.0	21.08.2023	Control Methods included in DQM as 10(a)	Secretary
ADM/G/07/A/08	10	0.0	21.08.2023	Form/Formats -included in DQM as 10(b)- i to v	Secretary
ADM/G/07/B	2	1.0	11.09.2023	Target of 'Timely processing of application for temporary license' amended	Secretary
ADM/G/07/B	10	1.0	11.09.2023	Register for allotment of temporary license included in the Quality records	Secretary
ADM/G/07/B	15	1.0	11.09.2023	Format for Allotment register for temporary license included	Secretary
ADM/G/07/C	1-22	0.0	21.08.2023	Quality Objectives modified	Secretary
				Control Methods included in DQM	Secretary



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Cochin Port Authority

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

OBJECTIVES

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/01

OBJECTIVES OF GENERAL ADMINISTRATIVE DEPARTMENT

RESEARCH DIVISION

Sl. No.	Description	ISO Target	Target	Responsibility
1	Cargo & Vessel Report	100% before due date	As prescribed by Southern Railway	Sr. Dy. Director (R)
2	Dock Safety Report	100% before due date	As prescribed by Safety Officer, Dock Safety	Sr. Dy. Director (R)
3	Physical Performance (Appendix-4)	100% before due date	As prescribed by IPA	Sr. Dy. Director (R)
4	Submission of operational performance report for board's review	Before Board Meeting date	As prescribed by MOPS&W	Sr. Dy. Director (R)
5	Flag wise Tonnage Statement	100% before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)
6	Preparation of Administration Report	Atleast 80% of the time before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)
7	Monthly report on Ports Performance v/s targets	Atleast 80% of the time before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)
8	Replying to Parliament questions	Atleast 80% of the time before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)

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Cochin Port Authority

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

OBJECTIVES

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/01

ESTATE DIVISION

Sl. No.	Description	Metrics	Target	Responsibility
1	Timely award of fresh lease / renewal of existing lease / license	Days	15 working days after approval/confirmation of the Board	Sr. Asst. Estate Manager
2	Timely processing of application for Sub-lease	Days	15 working days after approval/confirmation of the Board	Sr. Asst. Estate Manager
3	Timely processing of application for temporary license	Days	15 working days	Sr. Asst. Estate Manager

TRAINING

Sl. No.	Description	Metrics	Target	Responsibility
1.	Training Class I, II, III & IV Officers/Employees	No. of employees and mandays	20% employees	Secretary

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COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

**A. RESEARCH DIVISION
ABBREVIATIONS**

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/02

SL.NO.	SHORT FORM	FULL FORM
1	DY	Deputy
2	MGMT	Management
3	IPA	Indian Ports Association
4	MOPS&W	Ministry of Ports, Shipping & Waterways
5	ACCT.	Accountant
6	SR.ACCT.	Senior Accountant
7	SR.DD(R)	Senior Deputy Director (Research)
8	STAT. ASST.	Statistical Assistant

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COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

A. RESEARCH DIVISION
QUALITY OBJECTIVES

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/03

Sl. No.	Description	ISO Target	Target	Responsibility
1	Cargo & Vessel Report	100% before due date	As prescribed by Southern Railway	Sr. Dy. Director (R)
2	Dock Safety Report	100% before due date	As prescribed by Safety Officer, Dock Safety	Sr. Dy. Director (R)
3	Physical Performance (Appendix-4)	100% before due date	As prescribed by IPA	Sr. Dy. Director (R)
4	Submission of operational performance report for board's review	Before Board Meeting date	As prescribed by MOPS&W	Sr. Dy. Director (R)
5	Flag wise Tonnage Statement	100% before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)
6	Preparation of Administration Report	Atleast 80% of the time before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)
7	Monthly report on Ports Performance v/s targets	Atleast 80% of the time before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)
8	Replying to Parliament questions	Atleast 80% of the time before due date	As prescribed by MOPS&W	Sr. Dy. Director (R)

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Cochin Port Authority

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

**A. RESEARCH DIVISION
RESPONSIBILITIES**

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/04

1. **Sr. Dy. Director (Research)**

- ✓ General Administration and overall supervision of Research Division.
- ✓ Respond to queries from MoPSW/ IPA/ Port Authorities.
- ✓ Submission of the reports mentioned in the Quality Objectives.
- ✓ Corrective / Preventive action and maintaining the Quality Management System.

2. **Deputy Director (Research)**

- Monitoring the compilation of vessel and cargo related data.
- Preparation of Annual Administration report.
- Respond to queries from MoPSW/IPA/Port Authorities.
- Replies to Parliament Questions.
- Effective monitoring of Plan projects.
- Preparation of Corporate Presentations.
- Timely release of Advertisements.
- Submission of the reports mentioned in the Quality Objectives.
- Effectiveness of documentation, implementation and maintenance of DQM.

3. **Manager**

Supervising of PRD4/PRD5/PRD6/PRD7 & Sr.O.A

4. **Sr. Accountant 1**

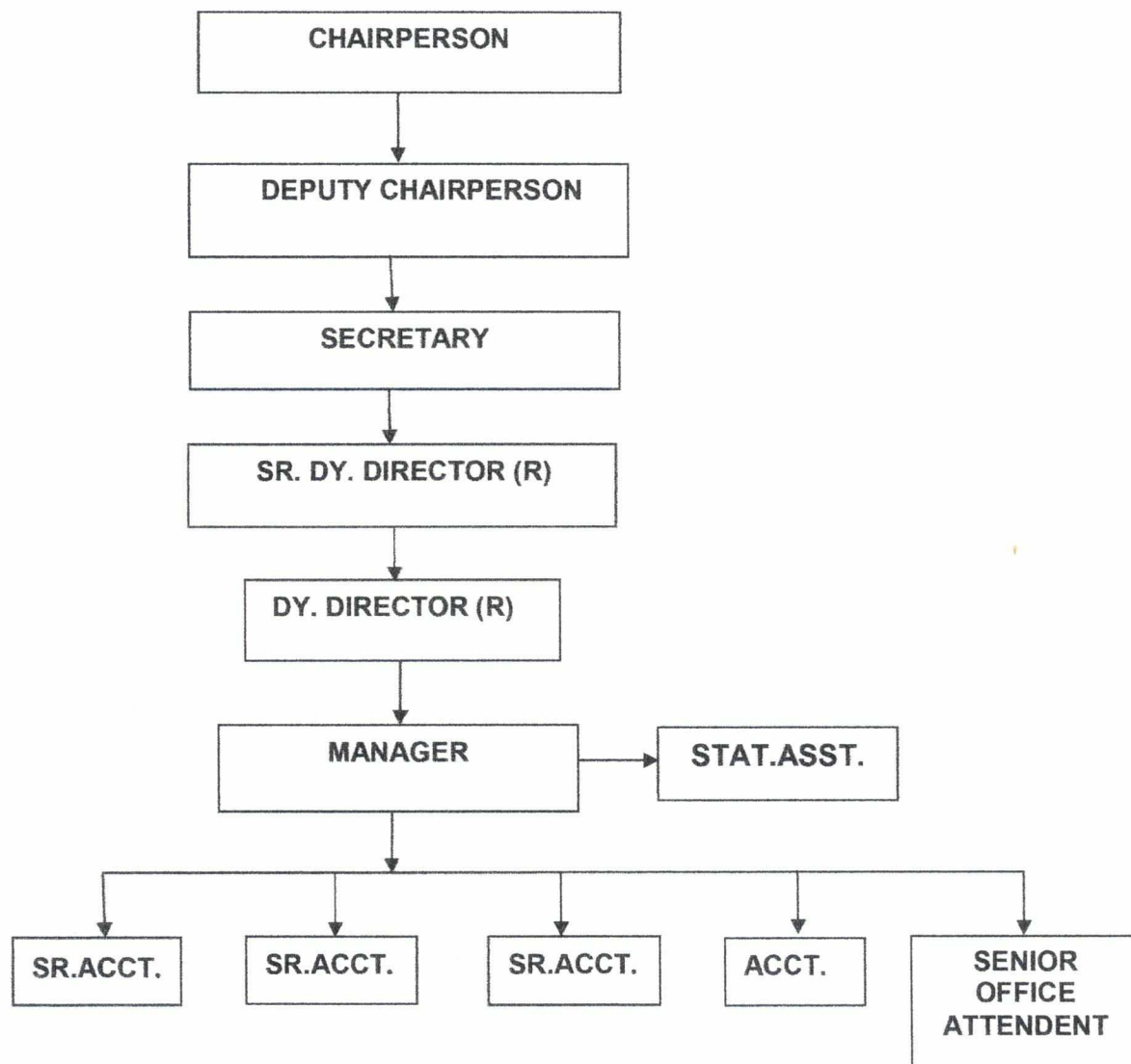
- Timely reply to Parliament questions (Rajya Sabha, Lok Sabha & Legislative Assembly)
- Collection and Compilation of data for preparation of Administration Report
- Preparation of Port Agenda
- Reply to Swachh Bharath queries
- Collection & compilation of AR Ministry
- ATR of Parliamentary Committee Assurances
- Preparation of Indent for stationary
- Recoup Stamps
- Monitoring Plan expenditure
- Collection and compilation of OOMF
- Collection and compilation of IEBR & GBS
- Monthly up-dation of projects
- Maintaining General File

 कोचिन पत्तन प्राधिकरण Cochin Port Authority	COCHIN PORT AUTHORITY GENERAL ADMINISTRATION DEPARTMENT QUALITY MANUAL	Revision: 0.0
	A. RESEARCH DIVISION RESPONSIBILITIES	Date : 22.11.2022 Document No. ADM/G/07/A/04
5. Sr. Accountant 2 ▪ Preparation of BDC statement ▪ Updation of Unnati Site ▪ Detailed commodity wise cargo traffic ▪ Preparation of Traffic handled against Target ▪ Traffic Handled by Principal commodities ▪ Preparation of data for PMO Niti Aayog ▪ Compilation of Dwell time of Containers ▪ Preparation of Dock Safety Statement ▪ Preparation of Cargo and Vessel Report 6. Sr. Accountant 3 ▪ Preparing PPT for Board Meeting/ Review meeting / Parliamentary committee/ Minister's meeting/ Secretary shipping meeting etc. ▪ Preparation of TRW Statement/ Major Port Profile/ Administration Report/ Port Performance/ Monthly projects for Award and Completion/ Berth Occupancy ▪ Uploading yearly performance in Port Web Portal ▪ Timely reply to Ministry on various queries/ updation. 7. Accountant ▪ Preparation of Turnaround Statement/ Readiness/ Vessel wise Tonnage/ Berth wise Tonnage/Ships Entered and Cleared/Flag wise Tonnage/ Board Statement/Major Port Profile/ TRW statement/ Administration Report. ▪ Updation in PDMP Portal ▪ Preparing PPT for Board Meeting/ Review meeting / Parliamentary committee/ Minister's meeting/ Secretary shipping meeting etc. ▪ Timely reply to Ministry on various queries/ updation 8. Sr. Office Attendant ▪ Tapal registration and distribution ▪ Taking photo copies ▪ Despatch all speed posts/ normal posts and registered posts 9. Statistical Assistant ▪ Compilation and preparation of TRW statements/Major Port Profile statements/ Indian Port Sector/ Traffic Projection/ Performance Budget/ Statements for State Planning Board/ Administration Report/ Board Statements.		
Page 6 of 11 CONTROLLED COPY		

 COCHIN PORT कोचिन पत्तन प्राधिकरण Cochin Port Authority	COCHIN PORT AUTHORITY GENERAL ADMINISTRATION DEPARTMENT QUALITY MANUAL	Revision: 0.0
	A. RESEARCH DIVISION PURPOSE & SCOPE	Date : 22.11.2022 Document No. ADM/G/07/A/05
1.0 PURPOSE Provide statistical information related to various operational parameters to the management and other port related matters at various time intervals for taking appropriate decisions. 2.0 SCOPE Monitoring the reports on KPI's and port related communications for producing the information to the management for decision making.		
Page 7 of 11		

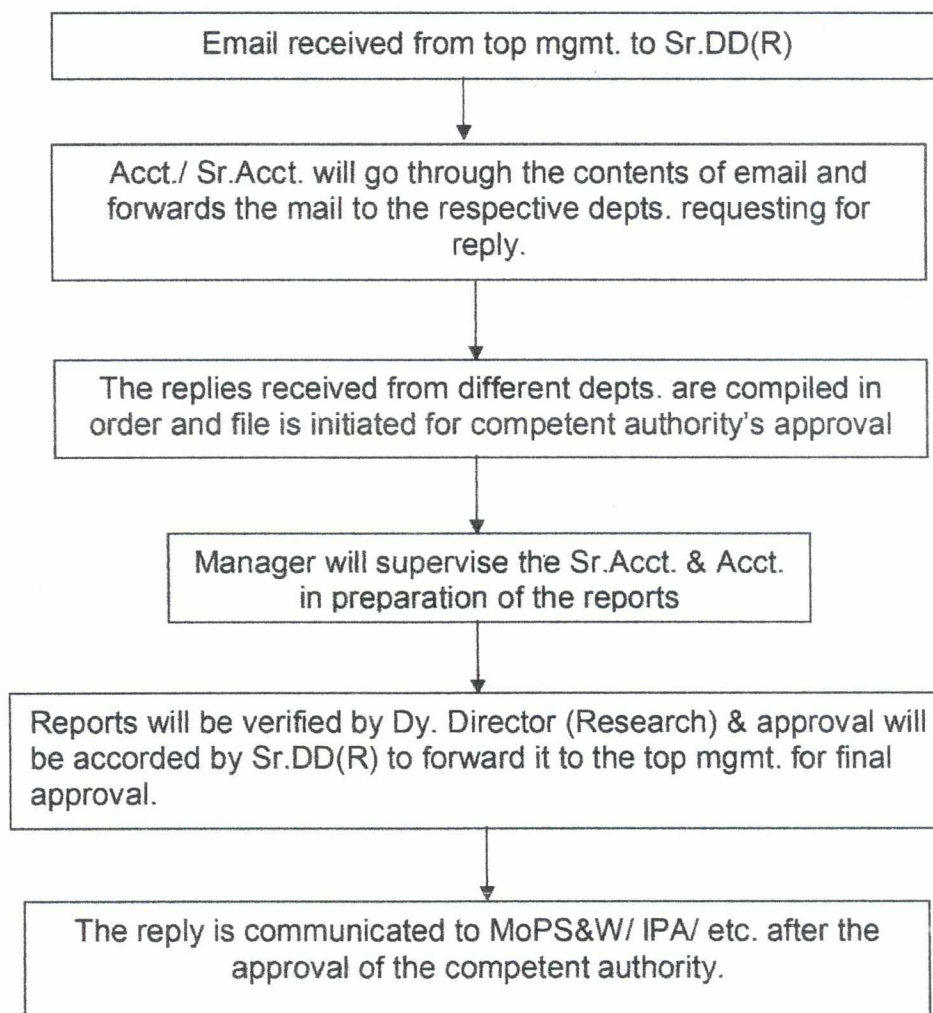
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**A. RESEARCH DIVISION
ORGANIZATION CHART**



PROCESS FLOW CHART FOLLOWED WHILE PREPARING

- a) Replies to Parliament questions
- b) Monthly report on Ports Performance vs targets
- c) Submission of operational performance report for board's review





कोचिन पत्तन प्राधिकरण
Cochin Port Authority

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

**A. RESEARCH DIVISION
QUALITY RECORDS**

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/08

Sl. No	Description	Responsibility for holding	Location	Authority for review & Disposal	Q.R. No.
1	Cargo & Vessel Report	Manager	Research Division	Sr.DD(R)	GA/F St-03
2	Dock Safety Report	Manager	Research Division	Sr.DD(R)	GA/F St-04
3	Physical Performance (Appendix-4)	Manager	Research Division	Sr.DD(R)	GA/F St-06
4	Submission of operational performance report for board's review	Manager	Research Division	Sr.DD(R)	GA/F St-07
5	Flag wise Tonnage Statement	Manager	Research Division	Sr.DD(R)	GA/F St-09
6	Preparation of Administration Report	Manager	Research Division	Sr.DD(R)	GA/F St-10
7	Monthly report on Ports Performance v/s targets	Manager	Research Division	Sr.DD(R)	GA/F St-11
8	Replying to Parliament questions	Manager	Research Division	Sr.DD(R)	GA/F St-12

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 कोचिन पत्तन प्राधिकरण Cochin Port Authority	COCHIN PORT AUTHORITY GENERAL ADMINISTRATION DEPARTMENT QUALITY MANUAL	Revision: 0.0 Date : 22.11.2022 Document No. ADM/G/07/A/08
	A. RESEARCH DIVISION PROCESS	

CONTROL METHODS

A. PROCESS MONITORING

Process	Metrics	Standard or target	Record	Frequency of monitory	Remarks
Planning & Research	Before due date	As prescribed by MOS & Administration	Output statements	Weekly/ Monthly/Yearly	

B. NON CONFORMITY & CORRECTIVE ACTION

Date	Process	Non-Conformity	Corrective action	Root Cause	Preventive action

C. DATA ANALYSIS

Performance	Frequency analysis	Methods adopted	Analysis	Responsibility for preventive action

FORMS & FORMATS

Attached as 10(b) - i to v

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COCHIN PORT AUTHORITY
CARGO & VESSEL REPORT
TRAFFIC HANDLED FOR THE MONTH OF MARCH 2023

(IN TONNES)

SL. NO	COMMODITY	* Mar, 2023	Feb, 2023	Mar, 2022	Apr 2022 TO Mar 2023	Apr 2021 TO Mar 2022
	A.IMPORTS					
1	P.O.L					
2	Fert. & its Raw materials					
3	Food Grains					
4	Container Tonnage					
5	Iron,Steel & Machinery					
6	Cement					
7	Coal					
8	Others					
a	Liquid Ammonia					
b	Phosphoric Acid					
c	Sulphuric Acid					
d	Methanol					
e	LNG					
f	EDC					
g	Edible Oil					
h	Cement Clinker					
i	Ilmenite Sand					
j	Salt					
k	Bauxite					
l	Benzene					
m	Defence Cargo					
n	Project Cargo					
o	Alumina in jumbo bags					
p	Cement in Bags					
q	General cargo					
	TOTAL					
	Container TEUs					
	B.EXPORTS					
1	P.O.L					
2	Container Tonnage					
3	Others					
a	UTI Cargo					
b	Iron,Steel & Machinery					
c	LNG					
d	Defence Cargo					
e	Synthetic Rutile					
f	General cargo					
	TOTAL					
	Container TEUs					
	GRAND TOTAL					
	Total Container TEUs					

SHIP ENTERED AT COCHIN PORT AUTHORITY DURING MARCH 2023

SL. NO	TYPE OF SHIP	*Mar, 2023	Feb, 2023	Mar, 2022	Apr 2022 TO Mar 2023	Apr 2021 TO Mar 2022
1	Tankers					
2	Colliers					
3	Food Grains					
4	Fertilizer vessels					
5	Container Vessels					
6	Passenger Vessels(F)					
7	Others					
	TOTAL					

* Months shown are for representative purpose.

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**COCHIN PORT AUTHORITY
STATEMENT OF CARGO HANDLED DURING
DOCK SAFETY
MONTH**

No. of Ships called at the Port during the month		Tankers:	
		Others:	
(In tonnes)			
Sl. No.	COMMODITY	IMPORT	EXPORT
1	a) Fertilizers		
	b) Food grains		
	c) Coal		
	d) Salt		
2	Bagged, Packed, Bundled case, drums		
	a) Fertilizers		
	b) Food grains		
	c) Cement		
	d) Jute		
	e) Cotton		
	f) Textiles		
	g) Sugar		
	h) Oil Products		
	i) Machinery		
3	Steel Cargo		
4	Containerised Cargo		
	No. of TEUs		
5	Dangerous goods		
6	Liquid Cargo		
	P.O.L.		
7	Miscellaneous		
	TOTAL		

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PORT PERFORMANCE INDICATORS

Name of Port : Cochin Port Authority

Period:

Sl. No.	Item	During the Month:											
		Dry Bulk (Mech.)		Dry Bulk (Conv.)		Liquid Bulk		Break Bulk		Container		Total	
		Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.
1	Total Vessels Handled (Nos.)												
2	No. of Sailed vessels on which Performance calculated												
3	Avg. Pre-berthing Time (Hrs.) Port A/C												
4	Avg. Pre-berthing detention (Non Port a/c.) (Hrs.)												
5	Idle time at berth (percentage)												
6	Avg. Turn Round Time(Hrs.) (Port a/c) – From Pilot Boarding till de-boarding												
7	Avg. Total Turn Round Time (Hrs.) (Port + Non Port a/c) - From Pilot Boarding till de-boarding												
8	Avg. Output per ship berthday (Tonnes)												
9	Traffic handled by Sailed vessels on which Avg. Output per ship berthday calculated ('000 Tonnes)												
10	No. of moves per Crane Hour (in TEUs)												

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Sl. No.	Item	Up to the Month:											
		Dry Bulk (Mech.)		Dry Bulk (Conv.)		Liquid Bulk		Break Bulk		Container		Total	
		Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.	Current Yr.	Previous Yr.
1	Total Vessels Handled (Nos.)												
2	No. of Sailed vessels on which Performance calculated												
3	Avg. Pre-berthing Time (Hrs.) Port A/C												
4	Avg. Pre-berthing detention (Non Port a/c.) (Hrs.)												
5	Idle time at berth (percentage)												
6	Avg. Turn Round Time(Hrs.) (Port a/c) – From Pilot Boarding till de-boarding												
7	Avg. Total Turn Round Time (Hrs.) (Port + Non Port a/c) - From Pilot Boarding till de-boarding												
8	Avg. Output per ship berthday (Tonnes)												
9	Traffic handled by Sailed vessels on which Avg. Output per ship berthday calculated ('000 Tonnes)												
10	No. of moves per Crane Hour (in TEUs)												

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Port: Cochin Port Authority

Period:

SL.No.	COMMODITY	OVERSEAS						COASTAL						GRAND TOTAL
		UNLOADED/IMPORT			LOADED/EXPORT			UNLOADED/IMPORT			LOADED/EXPORT			TOTAL
		IF	FF		IF	FF		IF	FF		IF	FF		
A	LIQUID BULK													
1	POL-CRUDE													0
2	POL PRODUCTS													0
3	LPG/LNG													0
4	EDIBLE OIL													0
5	FRM - LIQUID													0
6	OTHER LIQUIDS													0
B	DRY BULK													0
1	IRON ORE (ALL)													0
a)	PELLETS													0
b)	FINE													0
2	OTHER ORES													0
3	THERMAL COAL													0
4	COKING COAL													0
5	OTHER COAL													0
6	FERTILISER													0
7	FRM-DRY													0
8	(EXCLUDING PULSES)													0
9	PULSES													0
10	SUGAR													0
11	CEMENT													0
12	SALT													0
13	IRON SCRAP													0
14	OTHERS													0
C	BREAK BULK													0
1	IRON & STEEL													0
2	TIMBER & LOGS													0
3	TEA & COFFEE													0
4	(EXCLUDING PULSES)													0
5	PULSES													0
6	SUGAR													0
7	CEMENT													0
8	PROJECT CARGO													0
9	FERTILIZER													0
10	AUTOMOBILES (TONNES)													0
	(NOS.)													0
11	OTHERS													0
D	CONTAINERS													0
	CONTAINER (TONNES)													0
	TEUS													0
E	TRANSHIPMENT													0
1	CONTAINER (TONNES)													0
	TEUS													0
2	OTHERS (SPECIFY)													0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

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FY 2022-23

Month wise data collection sheet

Name of Port:						
Metrics	Unit	FY 21-22 Port Achievement	FY 22-23 Port Target	* Cumulative Achievement for the FY 22-23 (April to February, 2023)	Achievement during the month... (March, 2023)	Cumulative Achievement for the FY 22-23 (April to March, 2023)
Award of Projects	Nos					
	Investment (Rs. in Crore)					
	Capacity (MTPA)					
Completion of Projects	Nos					
	Investment (Rs. in Crore)					
	Capacity (MTPA)					
Average vessel turnaround time	Hours					
Average vessel turnaround time – Container	Hours					
Av. Ship Berthday Output	Tonnes					
Traffic Volume handled in major ports Cargo	MT					
Cost per Tonne Handling (provisional)	Rupees					
Operating Surplus (provisional)	Crore					
Reduction in Expenditure	%					
Time for border compliance – Shipping (export)	Hours					
Time for border compliance – shipping (import)	Hours					
Coastal Tonnage	MTPA					
Capital Expenditure	Crore					
IEBR (provisional)						
Private CAPEX						

* Months shown are for representative purpose.

Page 10(b) v

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Cochin Port Authority

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT
QUALITY MANUAL

**A. RESEARCH DIVISION
RISK ASSESSMENT**

Revision: 0.0

Date : 22.11.2022

Document No.
ADM/G/07/A/09

1	2	3	4		5		6		7
Sl. No.	Type of failure (or Strengths)	Cause of the failure/ factors supporting strengths	Impact (I)		Likelihood (L)		Risk (I,L)		Control measures in place
			Affects/ Supports	Score	Frequency	Score	Factor	Score	
1	Delay in sending AR to Ministry	Delay in receipt of information for AR preparation	Affects	2	yearly	2	High	8	Follow up with the concerned officials
2	Delay in sending replies to Ministry/ IPA	Delay in receipt of information from concerned dept.	Affects	2	Almost daily	2	High	8	Follow up with the concerned officials

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1.0 PURPOSE

- A. Lease of land to Port related and Non-Port related purposes.
- B. Renewal of lease.
- C. Sub-lease.
- D. Licensing of land/building.

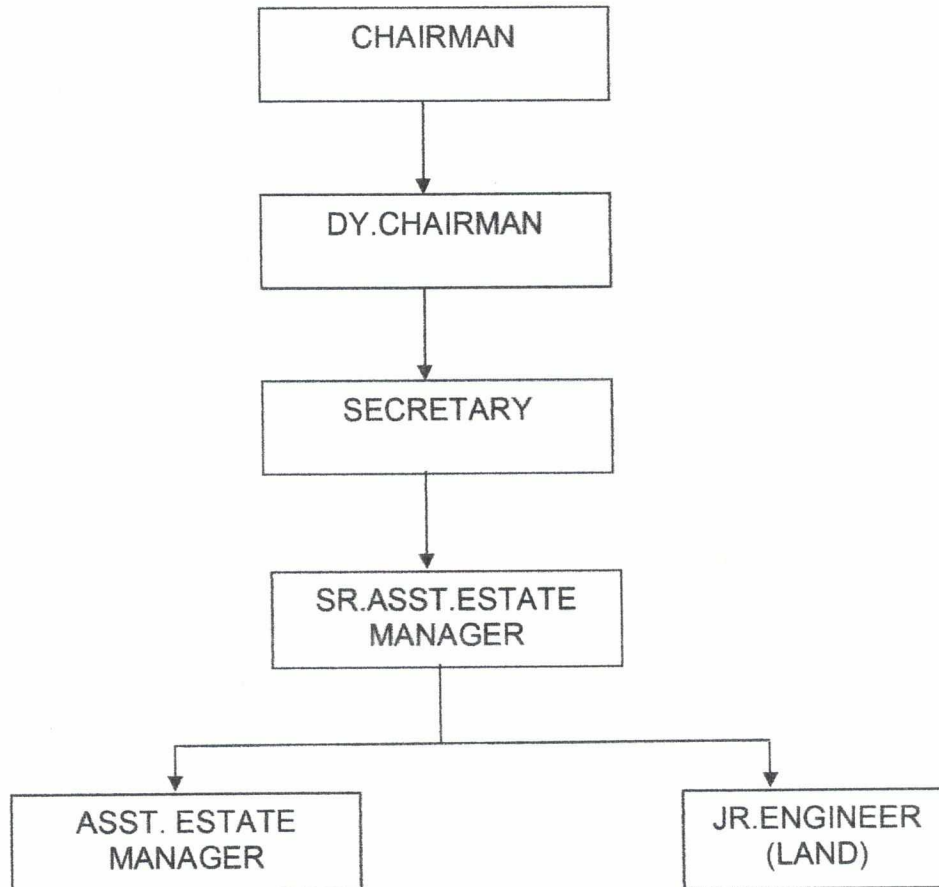
2.0 SCOPE

Allotment of land / building as per the land use plan and Government guidelines within the Port premises.

3.0 QUALITY OBJECTIVES

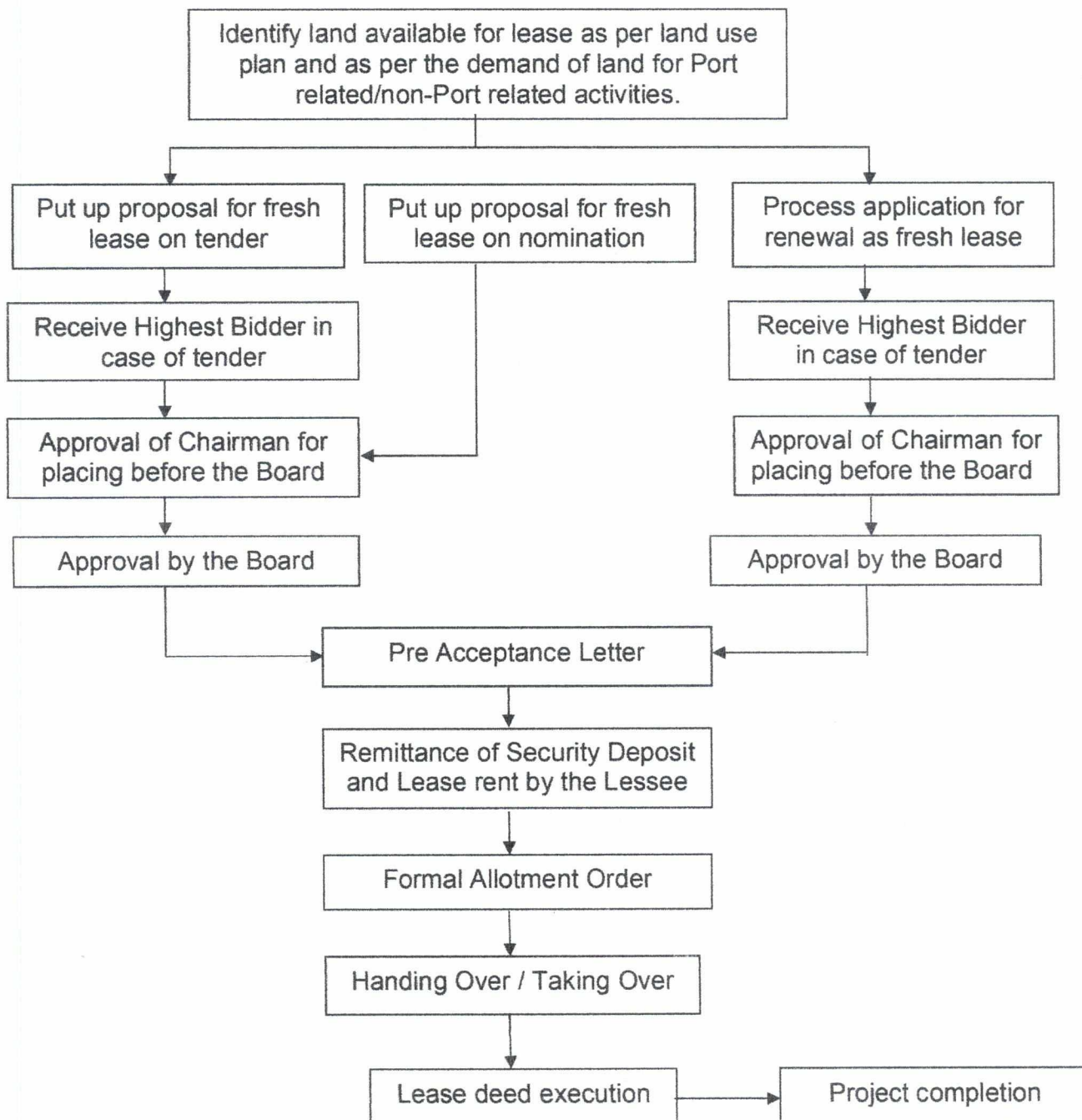
Sl. No.	Quality objectives	Metrics	Target	Responsibility
1	Timely award of fresh lease / renewal of existing lease / license	Days	15 working days after approval/confirmation of the Board	Sr. Asst. Estate Manager
2	Timely processing of application for Sub-lease	Days	15 working days after approval/confirmation of the Board	Sr. Asst. Estate Manager
3	Timely processing of application for temporary license	Days	15 working days after approval of the competent authority.	Sr. Asst. Estate Manager

4.0 ORGANISATION CHART

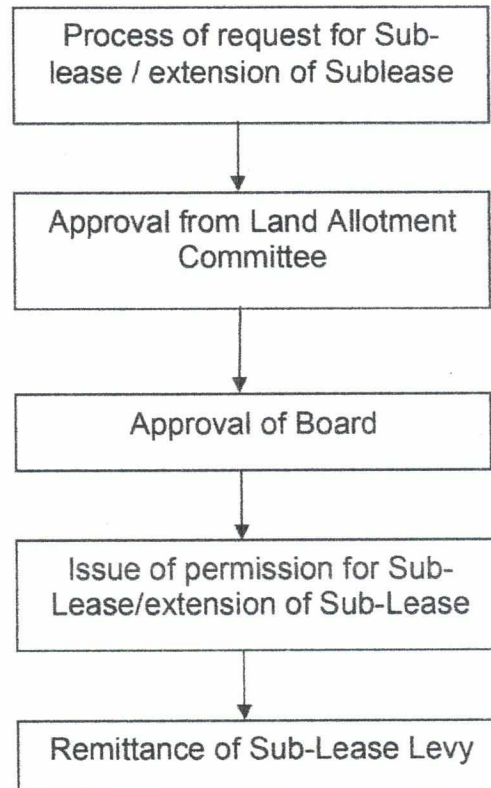


5.0 PROCESS DIAGRAM (FLOW CHART)

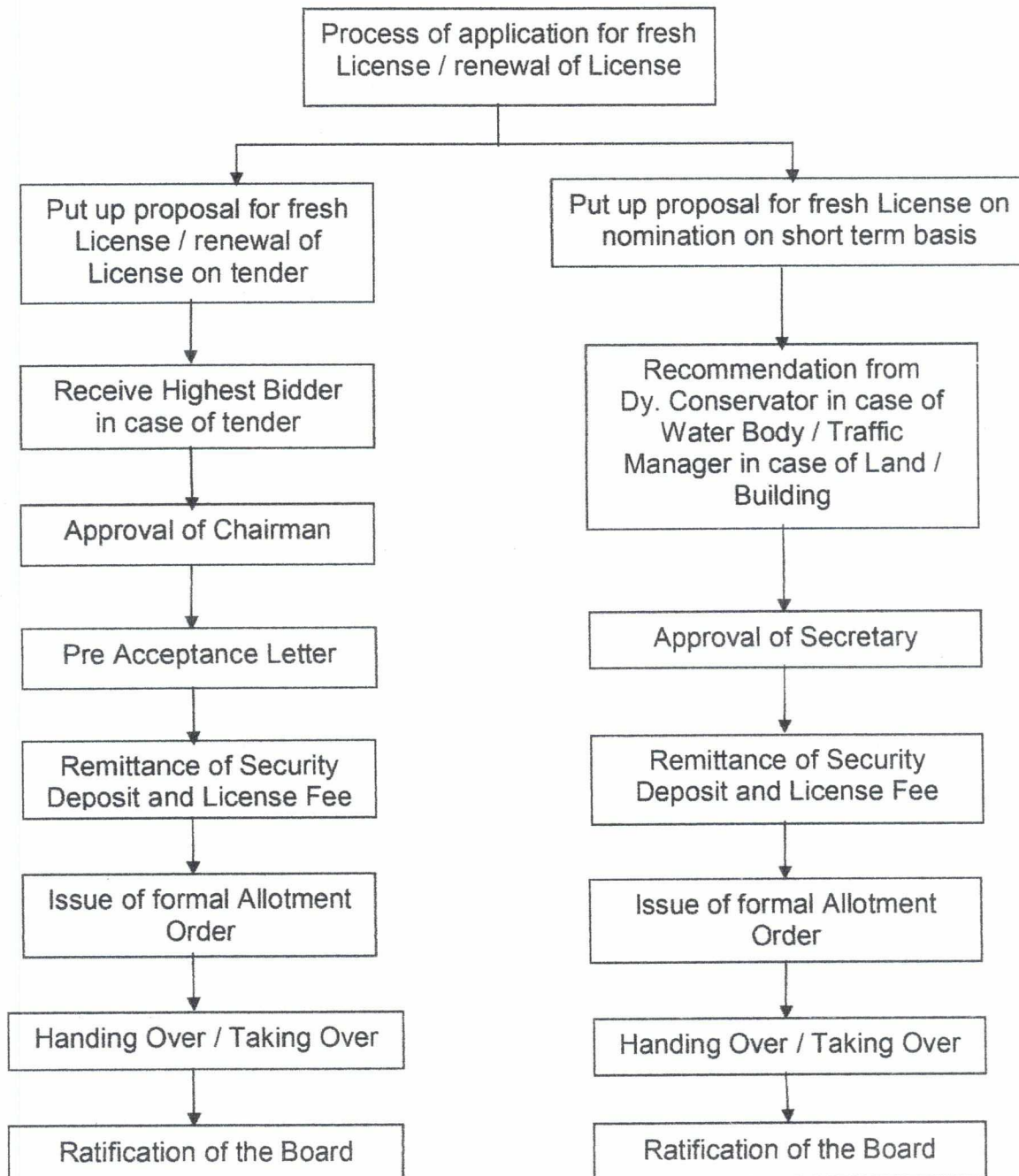
5.1 PROCESS DIAGRAM – LEASE / RENEWAL



5.2 PROCESS DIAGRAM - SUB-LEASE



5.3 PROCESS DIAGRAM - LICENCING / EXTENTION





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Cochin Port Authority

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION DEPARTMENT QUALITY MANUAL

B. ESTATE MANAGEMENT

**A. Lease of land to Port related and Non-Port
related purposes**

Revision: 0.0

Date : 30.11.2022

Document No :
ADM/G/07/B

6.0 INPUT – PROCESS – OUTPUT CHART

SI. No.	INPUT	PROCESS	OUTPUT	T.CODE	INTERACTING MODULE	CONTROL METRICS	RESPONSE - SIBILITY	Q.R.No. Format No.
1	Lease of land – Fresh / Renewal Approved Board Resolution regarding acceptance of tenders	Preparation of formal order as per the Govt. guidelines	Issuance of Pre Acceptance Letter			15 working days	Sr. Asst. Estate Manager	
	Submission of remittance proof from the Party/ Finance Dept.	HO/TO & Creation of contract in SAP	Issuance of Allotment order	REBDRO, RECN, FBL5N	F I	5 working days	Sr. Asst. Estate Manager	ADM/G/ 07/07
	Issuance Lease Deed format	On submission, verification with lease deed format and approval of the Secretary after the vetting of Legal/Finance	Issuance of final deed to be executed on stamp paper and thereafter for registration			20 working days	Sr. Asst. Estate Manager	ADM/G/ 07/01
	Receipt of Registered lease deed	Verification and forwarding to FA&CAO	Lease deed under safe custody of FA&CAO			5 working days	Sr. Asst. Estate Manager	EST/F/ 01

SI. No.	INPUT	PROCESS	OUTPUT	T.CODE	INTERACTING MODULE	CONTROL METRICS	RESPONSIBILITY	Q.R.No. Format No.
2	Sub - Lease Request for sublease/ extension of sublease Approval of the Board	Verification of dues. Inspection of JE (Land). Recommendation of the LAC Order of permission of sub-lease	Creation of contract in SAP	REBDRO, RECN, FBL5FN	F I	15 working days	Sr. Asst. Estate Manager	



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B. ESTATE MANAGEMENT
C. Licensing of land/building

Revision: 0.0

Date : 30.11.2022

Document No :
ADM/G/07/B

Sl. No.	INPUT	PROCESS	OUTPUT	T.CODE	INTERACTING MODULE	CONTROL METRICS	RESPON - SIBILITY	Q.R.No. Format No.
3	License – Fresh / Renewal Approval of Chairman regarding acceptance of tenders	Preparation of formal order as per the Govt. guidelines	Issuance of Pre Acceptance Letter			15 working days	Sr. Asst. Estate Manager	
	Submission of remittance proof from the Party/ Finance Dept.	HO/TO & Creation of contract in SAP	Issuance of Allotment order	REBDRO, RECN, FBL5FN	F I	5 working days	Sr. Asst. Estate Manager	ADM/G/ 07/06
	Issuance License Deed format	On submission, verification with License deed format and approval of the Secretary after the vetting of Legal/Finance	Issuance of final deed to be executed on stamp paper and thereafter for registration			20 working days	Sr. Asst. Estate Manager	ADM/G/ 07/06
	Receipt of Registered License deed	Verification and forwarding to FA&CAO	License deed under safe custody of FA&CAO			5 working days	Sr. Asst. Estate Manager	EST/F/ 03

7.0 QUALITY RECORDS

Sl. No.	Description	Responsibility for holding	Location	Authority for review	Q.R. No.
1	Register for allotment of land (Allotment Register / Lease Register)	EM5,EM6,EM8, EM10,EM11, EM2, EM9	Estate	Sr. Asst. Estate Manager	ADM/G/07/07 & ADM/G/07/01
2	Register for allotment of Office space / Godowns / Shop rooms/Bunks (Allotment Register / License Register)	EM 1,EM 9	Estate	Sr. Asst. Estate Manager	ADM/G/07/07 & ADM/G/07/06
3	Register for allotment of temporary license (Allotment Register for temporary license / License Register)	EM 1	Estate	Sr. Asst. Estate Manager	ADM/G/07/08 & ADM/G/07/06

8.0 RESPONSIBILITIES

1. Secretary

- Overall Supervision of General Administration Department.
- Assist Chairman and Dy. Chairman for the effective functioning of the organization.
- Responsible for co-ordination of training activities.
- Estate Management & Management Information system.
- Interact with customers and review and amend the procedures to meet the customer requirement.
- Effectiveness of establishment, documentation, implementation and maintenance of quality
- Management system requirements.
- Developing training policy in line with the business plans.
- Giving feedback to the Chairman.

2. Senior Asst. Estate Manager

- Overall supervision of estate division
- Ensure effective management of land
- Address litigation and proper revenue collection
- Corrective and preventive action and maintaining quality management.

3. Asst. Estate Manager

- Assist Senior Asst. Estate Manager in routine functions of the office, viz. allotment of land & buildings on lease, license, sublease, allotment of residential quarters Hostel accommodation, bunks, shop rooms, renewal thereof.

4. Manager

- Assist Asst. Estate Manager and Sr. Asst. Estate Manager in routine functions of the office
- Supervision of supporting staff.

5. Sr. Accountant I

- Supervision and checking of works done by section EM9, EM8, Em6 & EM3.
- Correspondence related to audit queries, audit paras in respect of Estate Wing.

6. Sr. Accountant II

- Checking of works done by EM2, EM5, EM7, EM10 & EM 11.
- Forwarding of leave applications and other applications and other application of the office staff.

7. Accountant

- Payment of property tax in r/o. ports land and buildings.
- Encroachment on foreshore within Port limits.
- Leasing of Port's land outside W/Island to various parties.
- Lease of Port's land to Navy.
- Permanent lease in r/o. land on W/island.
- Renewal of lease.
- Permission for giving Sub lease.
- Realization of dues relating to leases.
- Granting permission for Hoarding
- Permission for giving renewal of Hawking License.
- Correspondence relating to Govt. of India Guidelines on Port's land management.
- Furnishing of details of periodical revision of land rent.
- Framing of periodical revision of rules and regulations relating to Lease of land.
- Correspondence with other Ports.
- Temporary allotment of open space on W/Island.
- Allotment of ICD yard developed area and undeveloped area.
- Renewal of periodical license, remittance of license fee verification of license agreement.
- Allotment of open space for storing bulk cargos-renewal of temporary license – remittance of rent.
- Allotment of shop rooms.
- Periodical renewal – remittance of license fee.

B. ESTATE MANAGEMENT

8. Assistant Engineer (Civil)

- Processing of tenders and related activities such as giving advertisements in news papers, website and exhibiting notices in various government offices in Cochin etc. and finalization of the tender.
- Correspondence related with tenders.
- Conducting pre-bid meeting and its various back up work.

9. Junior Engineer (Lands)

- Inspection of Port Lands at various locations.
- Provide sketch in connection with licensing of building/lands.
- Inspection of structural construction of the lessees at different stages.
- Liaison with various government offices viz. District Collectorate, Taluk Surveyor's office, Taluk office, Village office, Corporation office etc. in connection with land allotment.



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B. ESTATE MANAGEMENT

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9.0. CONTROL METHODS

PROCESS MONITORING

Process	Metrics	Standard or Target	Record	Frequency of monitoring	Remarks
Estate Management	Days	10 working days	Output registers Ref:.....	Monthly/ Yearly	

NON-CONFORMITY & CORRECTIVE ACTION

Date	Process	Non-conformity	Corrective action	Root course	Preventive action

DATA ANALYSIS

Performance	Frequency of analysis	Methods adopted	Analysis	Responsibility For preventive Action

10.0 FORMS AND FORMAT

- | | |
|-------------------------------------|------------|
| 1. Lease deed format | - EST/F/01 |
| 2. Terms and conditions for license | - EST/F/02 |
| 3. License deed format | - EST/F/03 |

Refer File No. EST/F/Forms & Formats.

10.1 LEASE REGISTER FORMAT (ADM/G/07/01)

Sl.No.	File No.	Name of the lessee	AREA	Plot No.	CATEGORY	LEASE PERIOD		Lease deed	Remarks
						FROM	TO		

10.2 LICENSE REGISTER FORMAT (ADM/G/07/06)

Name	Address	Allotment Order No. & Date	Measurement	Location.	Purpose	Rent	Date of HO/TO

10.3 ALLOTMENT REGISTER FORMAT (ADM/G/07/07)

Sl. No.	File No.	Name of the lessee	Date of Board Approval	Agenda Item & Resolution No.	Pre Acceptance letter No. & Date	Allotment Order No. & Date	Remarks

10.4 ALLOTMENT REGISTER FOR LICENSE FORMAT (ADM/G/07/08)

Sl. No.	File No.	Name of the licensee	Date of Approval of Competent Authority	Provisional Order No. & Date	Pre Acceptance letter No. & Date	Allotment Order No. & Date	Remarks



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**B. ESTATE MANAGEMENT
RISK ASSESSMENT**

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1	2	3	4		5				6
Sl. No.	Type of failure (or Strengths)	Cause of the failure / factors supporting strengths	Impact (I)		Likelihood (L)		Risk (I,L)		Control measures in place
			Affects / Supports	Score	Frequency	Score	Score	Factor	
1	Party lost interest in the property	Not allotted on time	Affects	2	Yearly	1	2	Low	Allotment process are monitored periodically
2	Lessee not making timely payment	Change in business prospects of lessee	Affects	2	Half Yearly	2	4	Medium	Payment status of lessees are monitored periodically
3	Variation in extent of land	Survey & demarcation of plot not done using survey instruments	Affects	2	Half Yearly	2	4	Medium	Expert service of Surveyors out sourced



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**B. ESTATE MANAGEMENT
RISK ASSESSMENT**

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1	2	3	4		5				6
SI. No.	Type of failure (or Strengths)	Cause of the failure / factors supporting strengths	Impact (I) Affects / Supports	Score	Likelihood (L) Frequency	Score	Score	Risk (I,L) Factor	Control measures in place
4	Underground Pipe lines and cables pass through the property	Historic data of such underground installations not available.	Affects	2	Yearly	1	2	Low	Collect details from concerned departments before allotting.
5	Not commencing the proposed project	Delay in approval from Regulatory/ Statutory authorities	Supports	1	Monthly	4	4	Medium	Facilitate approvals
6	Un authorized constructions	Slack inspection regime	Supports	1	Monthly	4	4	Medium	Intensify inspection

TRAINING

1.0 PURPOSE

To ensure that technical, managerial, supervisory and human competencies are developed in the employees on a continuous basis to enable them to perform their current assignments effectively and also prepare to perform their future assignments.

To offer the attitude based training to ensure that a value base and self sustaining culture is built in the organization.

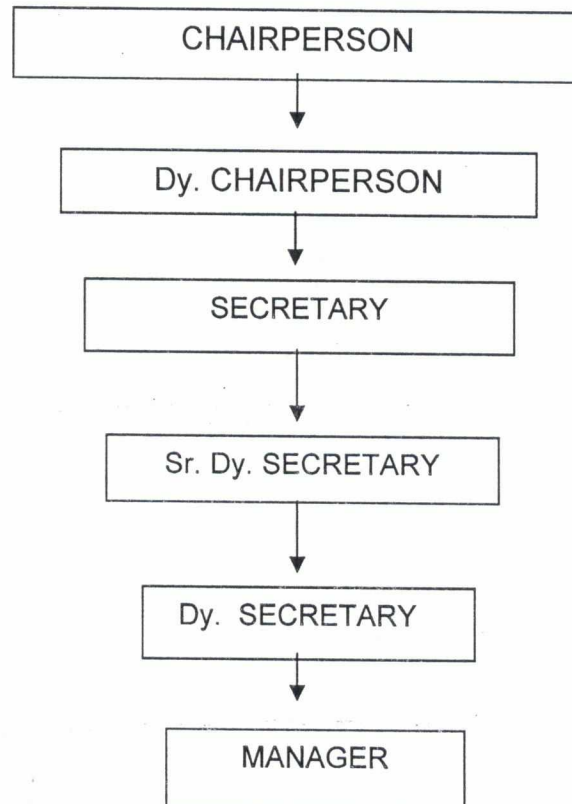
2.0 SCOPE

To offer the necessary training inputs to employees in a need based, systematic and cost effective manner.

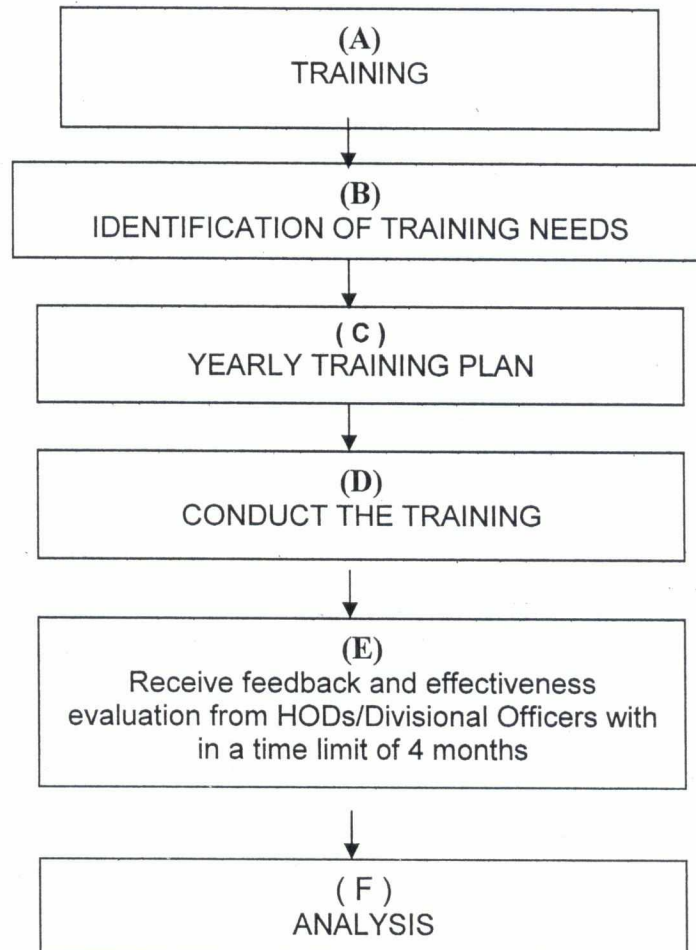
3.0 QUALITY OBJECTIVES

Sl. No.	Description	Metrics	Target	Responsibility
1.	Training Class I, II, III & IV employees	No. of employees	20% employees	Secretary

4.0 ORGANIZATION CHART



5.0 PROCESS DIAGRAM (FLOW CHART)





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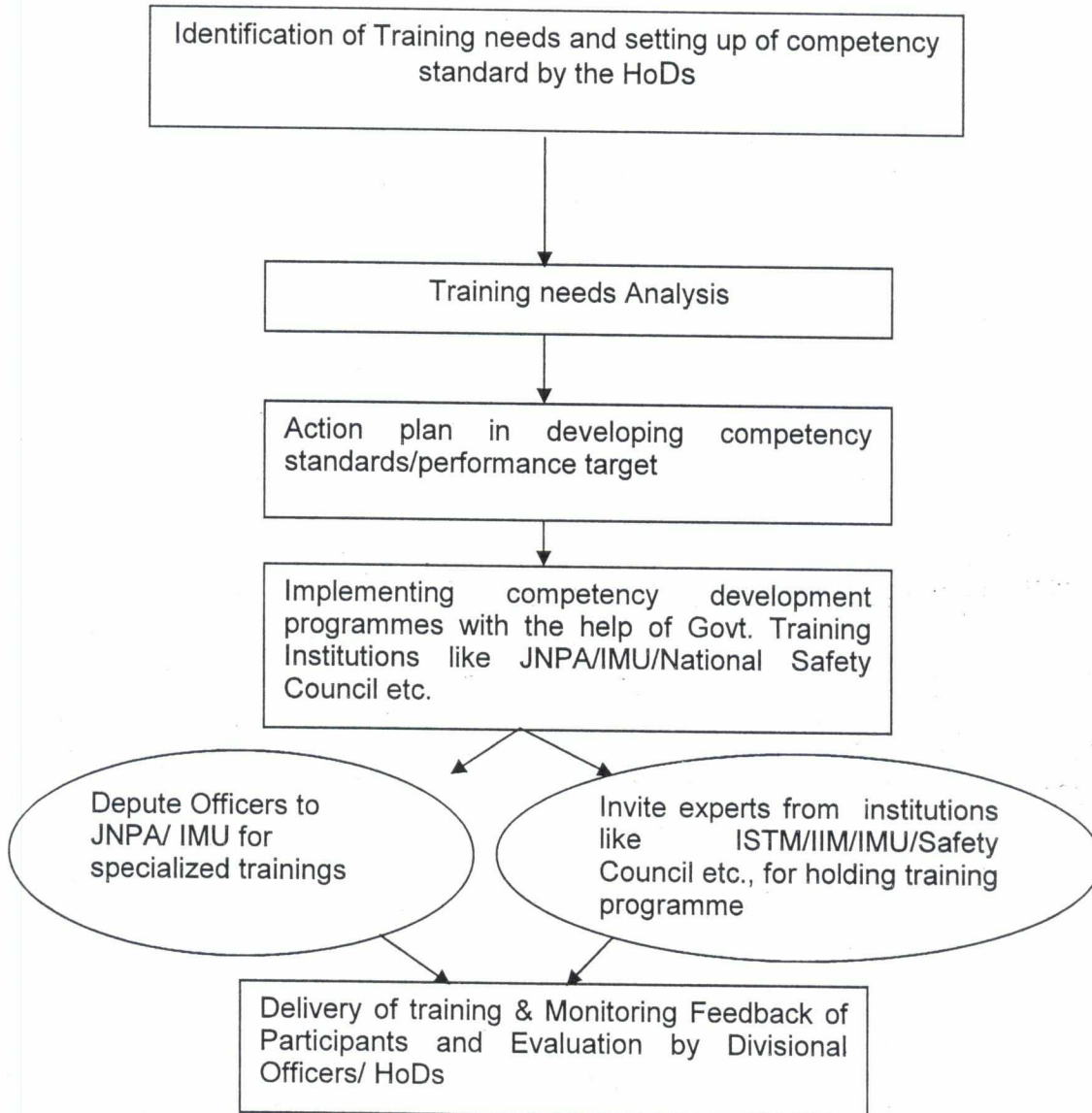
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5.1 PROCESS FLOW CHART (COMPETENCE, TRAINING AND AWARENESS)





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5.2 INFRASTRUCTURE

Cochin Port Authority takes care of requirements in providing and maintaining infrastructure needed to achieve conformity to service/training requirements such as:-

1. Training Halls
2. Power equipment like Lights, Fans, Air condition, Sound etc.
3. Process equipment like Computers, OHP, Board, Screen etc.
4. Communication facilities like Phone, Transport etc.
5. Hospitalities and support services as required.



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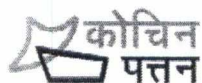
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5.3 WORK ENVIRONMENT

Cochin Port Authority focuses on conducive work environment needed to achieve conformity to service requirements as well as conditions under which work is performed and provides congenial ambiance visa-a-vis Physical, Environmental, and other relevant factors including IT support to ensure a safe and pleasant working environment for maximum Human Resources Development.



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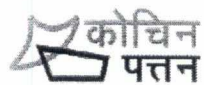
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6.0 INPUT –PROCESS – OUTPUT CHART

Sl. No	INPUT	PROCESS	OUTPUT	T-Cod e	Interact ing Module	RESPON SIBILITY	Control Matrics	QR No.
1.	Training Need analysis. Survey based on performance gaps in previous year and performance opportunities in the next year.	Exercise of determining needs	Release of Yearly Training Plan.			Secretary		TRG F-07
2.	Periodical request from Department Heads based on potential appraisal exercises	Verification of need to prepare training plans.	Issue of orders of deputation for individual program			Secretary		
3.	Information on implementation of new practices, technological changes, strategic moves and changes in the environment.	Deciding to conduct on site programs if large number of participants requires training.	Feedback on effectiveness a) From participants. b) Received from HoDs/Divisional within a time limit of 3 months. 1. Objectiveness of training 2. Method of implementation of training.			Secretary		



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Sl. No	INPUT	PROCESS	OUTPUT	T-Code	Interacting Module	RESPONSIBILITY	Control Matrics	QR No.
4.	Information on new recruitments	Deputation of employees for short term training program conducted by JNPA/ IMU	Feedback/ Evaluation			Secretary		
5.	Updation of procedures, rules and regulations	Conducting induction training to new recruits and refresher programmes to others already in service	Feedback/ Evaluation			Secretary		
6.	Training Information from JNPA/IMU	Periodical training to employees on various aspects of port activities through In-service training programme.	Feedback/ Evaluation			Secretary		
7.	Feedback on effectiveness of Training	Monitoring the training conducted by technical departments.	Analysis/ Evaluation			Sr. Dy. Secretary		TRG F-02 TRG F-03
8.	Training policy of the administration	Implementations of changes in the program as necessitated by the Feedback	Monitoring/ Evaluation			Secretary		



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7.0 QUALITY RECORDS

Sl. No.	Description	Responsibility for holding	Location	Authority for Review & Disposal	Q R No.
01.	Training Attendance (Onsite/In-service)	Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-01
02.	Training Feedback from the participants (onsite training)	Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-02
03.	Training feedback from the participants (In-service training)	Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-03
04.	Training Evaluation from HoD/Divisional officers	Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-04
05.	Register TRG-01 (Onsite/In-service)	Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-05
06.	Register TRG-02 (External)	Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-06
07.	Identification of training needs	Sr. Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-07
08.	Training Register TRG-03 (Onsite/In-service)	Dy. Secretary	Training Cell, GAD	Secretary	TRG-F-08

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	GENERAL ADMINISTRATION DEPARTMENT	
	QUALITY MANUAL PROCESS C.TRAINING	

8.0 RESPONSIBILITIES.

1.Secretary

- Overall Supervision of General Administration Department.
- Assist Chairperson and Dy. Chairperson for the effective functioning of the organization.
- Responsible for co-ordination of training activities.
- Estate Management & Management Information system.
- Interact with customers and review and amend the procedures to meet the customer requirement.
- Effectiveness of establishment, documentation, implementation and maintenance of quality management system requirements.
- Developing training policy in line with the business plans.
- Effective implementation of QMS.
- Giving feedback to the Chairperson

2. Sr. Dy. Secretary

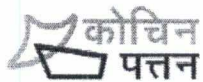
- Assist Secretary in administration matters for effective functioning of the Dept.
- Assess training needs in consultation with all Depts.
- Conduct training programs as per the training calendar.
- Evaluation of training program based on the feed back collected.
- Corrective and preventive action and maintaining the quality management system.
- General Administration and overall supervision of training cell.
- Redesigning training programs based on feedback.
- Arranging training need survey.

3. Dy. Secretary

- Assisting the Sr. Dy. Secretary.
- Examining training proposals.
- Supervising the preparation of training plans.
- Corresponding with the JNPA/ISTM/IMU and other agencies for conducting training programs.
- Suggesting timing.

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4. Manager.

- Assisting the Dy. Secretary
- Sending the correspondences in time.
- Implementation of the training program.
- Collecting information of training plans and list of participants.
- Arranging venue and other facilities.
- Arranging study materials for the training in consultation with faculty
- Preparing estimate of expense.
- Correspondence relating to the training.
- Calling for nominations from Departments.
- Preparation of the list of participants for the onsite training.
- Arranging the participants for outside training program in consultation with Depts.
- Preparation and maintenance of registers on training

9.0 CONTROL METHODS

Training programme (Calendar year)

Sl. No.	Year	In house training by CoPA experts	In house training programme by external faculty	External training programme (Offline)	External training programme (Online)	Total No. of Trainings	Total No. of employees attended trainings	Total no. of employees as on	% of employees undergone training
A	B	C	D	E	F	G (C+D+E+F)	H	I	J



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10.0 FORMATS

Sl. No.	Name of the Format	Format record number	Remarks
1.	Training Attendance (Onsite/In-service)	TRG -F - 01	Signed by all participants
2.	Training Feedback from the participants (Onsite training)	TRG -F - 02	Received filled up feedback
3.	Training Feedback from the participants (In-service training)	TRG -F - 03	Received filled up feedback
4.	Training Evaluation, from HoD/Divisional Officers.	TRG -F - 04	Received filled up evaluation format from the HoDs/ Divisional Officers.
5.	Register TRG - 01	TRG -F - 05	Onsite/in-service Training
6.	Register TRG - 02	TRG -F - 06	External Training
7.	Note	TRG-F-07	Note to HoDs for identification of training needs and setting up of competency standards
8.	Training Register	TRG-F-08	Onsite/In-service/External Training

COCHIN PORT AUTHORITY
Onsite/In-service training program

TRG F 01

Title of the Program :
 Institute :
 Date/Duration :
 Venue :

ATTENDANCE OF PARTICIPANTS

Sl. No.	Name	Design.	Staff No.	Division/Deptt.	Signature
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

Signature of Officer

COCHIN PORT AUTHORITY
Onsite training program
FEEDBACK

TRG F- 02

Name :
Designation :
Division/Department :
Title of the Program :
Institute/ Faculty :
Duration :
Venue :

Please give your opinion of the various attributes of this Training Program:-

1. Whether subjects covered were relevant :
2. Adequacy of time :
3. Whether the knowledge gained can be made useful in your work situation :
4. Faculty performance :
 - a) Knowledge :
 - b) Conduct of class :
5. General arrangements :
6. No. of training programs attended earlier :
7. Any other remarks :

(SIGNATURE OF PARTICIPANT)



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COCHIN PORT AUTHORITY

TRG-F 03

In-service Training Programme
FEEDBACK

Name :
Designation :
Division/Department :
Title of the Program :
Institute/ Faculty :
Duration :
Venue :

Please give your opinion of the various attributes of this training Program:-

Sl. No.		Good	Adequate	Not adequate
1.	Theoretical knowledge gained			
2.	Practical knowledge gained			
3.	Adequacy of time			
4.	Faculty :- Knowledge			
5.	Faculty:- Conduct of class			
6.	Any other remarks			

SIGNATURE OF PARTICIPANT

COCHIN PORT AUTHORITY
GENERAL ADMINISTRATION

TRAINING EVALUATION QUESTIONNAIRE FOR HEAD OF DEPARTMENTS/ DIVISIONAL OFFICERS

To

Sir,

This is a questionnaire to evaluate the effectiveness of training imparted to the officials in your department / division. The Survey is done to ascertain the improvement of performance in the work place. Kindly fill in appropriately. This is sent in duplicate to facilitate immediate return of one copy to this office on or before(DATE)

DY. SECRETARY

EVALUATION OF TRAINING PROGRAMME

Name of the Programme :
Training Programme conducted by :
Duration of the Programme :
Name & Desig. of the official attended :

Sl No	Question	Excellent	Very Good	Good	Fair	No change
1.	The improvement in the performance of the existing job after training.					
2.	The improvement in the understanding of the subject after the training.					
3.	The improvement in the potential to take up higher responsibilities after the training.					
4.	Improvement in the inter-personal skills/ communication skills.					
5.	Attitudinal improvement visible after the training.					
6.	Was the official given further responsibilities suiting the training undergone.					
7.	Would you recommend this training/ technical assistance to more officials?					
8.	Do you have any suggestions for future training?					

Signature of Head of Dept./
Divisional Officer
(Designation)

The duplicate to be returned to Training Cell, GAD, CoPA on or before(DATE)

TRG F-05

COCHIN PORT AUTHORITY

REGISTER TRG 1 - Details of participants of Onsite/In-service Training Programme

Name of the Onsite Training Programme :

Conducted by (Faculty) :

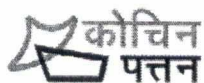
Date/duration of programme :

Sl. No.	Name	Desgn.	Staff No.	Division/Deptt.	Remarks
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

Signature of Officer

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TRG F-06

COCHIN PORT AUTHORITY

REGISTER TRG 2 - Details of participants of External Training Programme

Sl. No.	File No., Sanction Order No. & Date	Course Title & Institution	Venue	Date / Duration	Course fee	Name of Nominating Officer/Designation
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

Signature of Officer

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 कोचिन पत्तन कोचिन पत्तन प्राधिकरण Cochin Port Authority	COCHIN PORT AUTHORITY	Revision No. : 0.0 Date : 31.10.2022 Doc. No : ADM/G/07/C
	GENERAL ADMINISTRATION DEPARTMENT QUALITY MANUAL	
	PROCESS C.TRAINING FORMATS	
TRG F-07 <u>कोचिन पोर्ट ट्रस्ट / COCHIN PORT AUTHORITY</u> सचिव का कार्यालय/ Secretary's Office कोचिन Cochin-09 संख्या/No. TC/Training needs/20..../S दिनांक/Dated:n... <u>Note to All HoDs/CVO, Cochin Port Authority</u> विषय/Sub:- Identification of Training needs and setting up of competency standards-reg. ***** In order to achieve maximum personal development of employees in consonance with the organizational goals, it is imperative to determine the necessary competence for personnel performing work and organize necessary training and/or other actions to achieve the said objectives from time to time. It is therefore, requested to determine the competence standards of employees working in each department and identify & communicate the training needs/requirements to the training cell, General Administration Department for preparation of the Training Calendar for 2022. The information may be forwarded to Dy. Secretary, Training Cell (email ID- trainingcell@cochinport.gov.in (Tele. No.) by सचिव/Secretary प्रतिलिपि/Copy to: PS to Chairperson/PS to Dy. Chairperson/PA to Secretary, CoPA		
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	QUALITY MANUAL PROCESS C. TRAINING	Doc. No. ADM/G/07/C

COCHIN PORT AUTHORITY

REGISTER TRG 03 – Department wise & Category wise details of participants– Internal & external Training Programmes

Sl. No.	Name of Training & Faculty	Date	No. of employees attended - Department wise								Category wise							
			GA D	Tra ffic	Mech	Civi l	Mar ine	Fina nce	Medi cal	Tot al	CI I	CI II	CI III	CI IV	Wome n	SC s	ST s	OB Cs

Signature of Officer

RISK ASSESSMENT

1	2	3	4		5		6		7
Sl. No.	Type of failure (or Strengths)	Cause of the failure/ factors supporting strengths	Impact (I)		Likelihood (L)		Risk (I,L)		Control measures in place
			Affects/ Supports	Score	Frequency	Score	Score	Factor	
1	Failure in getting sufficient employees for participation in the training	As the staff strength is declining in all the departments, they are unable to nominate sufficient employees for the training	Affects	2	Half Yearly	2	4	Medium	Instead of seeking more participants in training, it is suggested to conduct the training with lesser participants