

Citizen's / Client's Charter
For
(Jawaharlal Nehru Port Trust)
(2016-2017)

Address Jawaharlal Nehru Port Trust

Website ID www.jnport.gov.in

Vision Mission

Vision

To become the premier container port of south Asia with international standards providing efficient and cost effective integrated logistics solutions.

Mission

The port is committed to meeting the needs and expectations of its customers and the nation by :

- Equipping itself with state-of-the-art equipment and technology and efficient, professional and computer integrated terminal operation systems.
- Conforming to international standards and offering competitive rates.
- Ensuring security and safety of life, equipment and cargo.
- Pursuing the principles of sustainable development.
- Constantly upgrading the competence, awareness, skills and motivation of the port

Main Services / Transaction

Sr. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fess		
								Category	Mode	Amount
1	Registration of Shipping Lines / Shipping Agents / Rail Operator	4%	Dr. Unnikrishnan Nair Chief Manager (Traffic)	cmt@jnport.gov.in	9819494003	QSP:CT:01	As per QSP:CT:01			

Service Standards

Sr.No.	Services	Weight	Success Indicator	Service Standards	Unit	Data Source
1	Registration of Shipping Lines / Shipping Agents/ Rail Operator	4	Average time required for allotment of registration from the date of receipt of application complete in all respects	15	Day	Past Record
2	Allotment of VIA to container vessels	4	Average time required for allotment of VCN Number after submission of VIA application online	1	Hour	Past Record
3	Allotment of VIA to bulk vessels	4	Average time required for allotment of VCN Number after submission of VIA application online	30	Minutes	Past Record
4	Verify and approve ships certificates/ documents for berthing/Unberthing	4	Average time required for verification and approval of documents after receipt of berthing application online	24	Hour	Past Record
5	Verify and approve ships certificates/ documents for berthing/unberthing	4	Average time taken from submission online by agent till verification and approval of documents	Within 24 Hours	Hour	Past Record
6	Allotment of berth to ship at CT	4	Average time required for allotment of berth to a vessel after receipt of berthing application online after obtaining endorsement of Finance and Marine, complete in all respect	1	Hrs	Past Record
7	Allotment of berth to ship at BT(LBS)	4	Average time required for allotment of berth to a vessel after receipt of berthing application online after obtaining endorsement of Finance and Marine, complete in all respect a. CT	1	Day	Past Record

			b. BT(LBS)			
Sr.No.	Services	Weight	Success Indicator	Service Standards	Unit	Data Source
8	Allocation of Pilots for incoming vessels.	2	Average time taken for boarding of pilot at Pilot Station on arrival of vessel.	Within 2 Minutes	Minutes	Past Record
9	Allocation of Pilots for outgoing/ shifting of vessels.	2	Average time taken for boarding of pilot at respective berths after finalisation of sailing / shifting time of vessel	Within 2 Minutes	Minutes	Past Record
10	Pilotage, Berthing/ Unberthing of vessels	2	Average time taken by ship from the time it starts inward pilotage/outward pilotage till it is berthed/leaves pilot station	2.5	Hour	Past Record
11	Providing information to agent reg. loading / unloading of containers on vessel. (Out BAPLIE)	4	Average time required for issue of Out BAPLIE after sailing of vessel	6	Hour	Past Record
12	Providing information to agent reg. receipt / delivery of containers to/from the port	4	Frequency for issue of the relevant information	2	Hour	Past Record
13	Providing paved area on lease to shipping agents for handling break bulk cargo on temporary basis (BT)	3	Average time required for allotment of paved area after receipt of application	60	Day	Past Record
14	Issue of invoice for services rendered	3	Average time required for issue of invoice for services rendered after sailing of the vessel	7	Day	Past Record
15	Response to customer complaints	4	Average time required for response to customer complaints	7	Day	Past Record
16	Refund of EMD, SD received by the port	4	Average time taken for refund of EMD, SD to the vendors / contractors / consultants after the expiry of	15	Day	Past Record

Sr.No.	Services	Weight	Success Indicator	Service Standards	Unit	Data Source
17	Issue of EIR at the gate	4	a) Average time taken for issue of EIR for entering / exiting the port premises after submission of the FORM 13 & reaching the gate	15	Minutes	Past Record
18	Issue of EIR at the gate	3	b) Average time taken for issue of gate-pass for entering / exiting the port premises for break bulk cargo	30	Minutes	Past Record
19	Delivery of Import containers	3	Within free period	90% , 72 hrs	% age of total Import Ctrs.	Past Record
20	Issue / Receipt of payments at Cash Section	3	Average time taken for issue / receipt of payments in the Cash Section	1	Hour	Past Record
21	Issue of Hot / Cold work permits to contractors	2	Average time taken for issue of the permit after submission of application	1	Day	Past Record
22	Issue of Gate Passes to visitors, port customers (<i>Whether it is allowed under ISPS?</i>)	3	Average time taken for issue of gate passes after submission of application in required format and payment of fees	0.5	Hour	Past Record
24	Processing of claims pertaining to damage to Customer property	1	Average time taken to process the claim after the receipt	100 30(BT)	% Days	Past Record
25	Payments to users, vendors, contractors & consultants through Cheque / RTGS / NEFT/LC (Other than final bills of contractors)	3	Average Time taken from the date of receipt of bill from the concerned user/ vendor/ contractor/ consultant with all required documents and after compliance of the observation, if any	30	Day	Past Record
26	Allotment/leasing of shops/ quarter/ open space outside custom bound area to port	1	Average time taken between requisition received in complete shape and allotment /leasing is done.	30	Day	Past Record

Sr.No.	Services	Weight	Success Indicator	Service Standards	Unit	Data Source
27	Construction and maintenance of Civil structure, roads, jetties etc. a. Construction work b. Maintenance work	3	Average time taken between requisition received in complete shape with final approval and commencement of the work.	a. 90 b. 30	Day	Past Record
28	Medical treatment facilities to Employees, Workers, Port Users, State & Central Government employees and others	3	Average time taken for completion of patient registration formalities at the reception	15	Minutes	Past Record
29	Issue of immobilisation Permission to Ships.	2	Average Time required for issue of permission from the receipt of application.	On the spot during working hours	1 Hour	Past Record
30	Issue of permission for removal of sludge oil/slop/garbage from the vessels calling at port.	3	Average time taken from the time of submission of request by agent of vessel till issue of permission		Hour	Past Record
31	Passenger launch to transit the distance between Mumbai & JNPT	3	Average travelling time taken from Mumbai to JNPT.	1	Hour	Past Record
32	Issue of permission for handling IMDG Cargo a) CLASS 1- Explosives b) CLASS 7 -Radioactive	2	Average time taken for obtaining approval from Competent Authority & Issue of Permission	a) 5 Days b) 2 days	Days	Past Record
33	To attend to fire calls from external organizations.	2	Average time required for fire tender to leave the port for attending fire calls	Within 1 Minute	Minute	Past Record
		100				

Grievance Record Mechanism

Website to lodge Grievance:<http://pgportal.gov.in/>

Sr. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri. D. NareshKumar	022-27244021	cma@jnport.gov.in	9819494014

List of Stakeholders / Clients

Sr. No.	Stakeholders / Clients
1	Shipping Lines / Agents
2	Rail Operators
3	CFS Operators
4	Tank Farm Operators
5	Regulatory Authorities like Customs, DRI, Immigration, Police etc.
6	Ministry of Shipping

Indicative Expectations from Service Recipients

Sr. No.	Inductive Expectations from Service Recipients
1	Timely payment of prescribed port charges to ensure smooth delivery of services
2	Compliance with Port security requirements, carrying all requisite documents like photo ID proof like Driving License / Voter card/ Pass port / PAN Card or their duly notarized copies
3	Compliance of rules and regulations connected with port operations
4	Submission of all the documents prescribed by the port duly complete in all respects
5	Familiarization with the port procedures and contact appropriate officials for obtaining the required services
6	Maximum use of online services like, Port Communality System, Web Access and Port's website for timely updates
7	Efficient and responsible utilization of port infrastructure
8	Advance information of visit, stay and purpose of visit is expected from the guests who wish to avail services of port guest house to avoid inconvenience
9	Compliance with safety instructions in the port area and use of appropriate PPEs.
10	Avoid any actions that could harm the environment like spillage, leakage etc. and to take immediate remedial measures in case of any untoward incidents.