



Syama Prasad Mookerjee Port (SMP)

15, Strand Road

Kolkata-700001

www.smpportkolkata.shipping.gov.in

Date of issue: 05/10/2020

CUSTOMER CHARTER

A declaration of SMP's service commitment to the customers



सत्यमेव जयते

Government of India

Ministry of Shipping

www.shipmin.gov.in

VISION

“Glorious past, vibrant future”

Port-led smart service ecosystem for development and growth of services, trade, tourism & industry

MISSION

Our mission is to create sustainable value and ensure smart services for our stakeholders through modern infrastructure, state of art technology, proactive customer relationship management, Ease of Doing Business and Ease of Living measures, development of human resources, R&D, innovation and quality assurance. We are committed to being a socially and environmentally responsible entity.

OBJECTIVES

- Modernized infrastructure and enhanced capacity creation for timely and smart service delivery
- Leadership in coastal and inland water transport
- Cost reduction and innovation along with diversification and non-core asset utilization
- End-to-end logistics solution at optimal costs
- Development of Township and tourism opportunities

CORE VALUES

Customer & Employee Satisfaction, Safety, Transparency, Integrity, Sustainability

LIST OF STAKEHOLDERS/ CLIENTS

Ministry of Shipping/ other Ministries of Govt. of India
Departments of Govt. of West Bengal and other State Governments
TAMP, IPA and other major/ minor ports of India
Exporters/ importers/ steamer agents/ shipping companies/ MLOs/ Port Users/ Chambers of Commerce/ Lessees & Licensees/ Contractors & suppliers
DCI/SCI/IWAI/CWPRS (Pune)/ IIT (Madras) and other such organizations
Employees, workers and retirees of SMP, Kolkata
Citizens of India

SERVICING BENCHMARKS AND TIMELINE

S No.	Description of Main Services and Transactions	Benchmark*
1.	Allotment of plot/ yard/ shed for storage (Average time taken from receipt of complete application up to allotment)	1 Hour
2.	Allotment of berth (Average time taken from the receipt of request for allotment of berth (duly supported by vessel readiness documents) to allotment of berth, subject to availability of berth and seniority of vessel and in terms of prevailing berthing policy.)	1 Hour
3.	Allotment of cargo handling equipment (The average time taken from receipt of application complete in all respect up to allotment of that equipment.)	1 Hour
4.	Receiving/ delivery operation of cargo/ container (The time required to allow receiving/ delivery of cargo/container after receipt of all documents in order.)	6 Hours
5.	Acceptance of Railway Forwarding Notes (The time taken from the time of receipt of application complete in all respect up to acceptance of railway forwarding notes.)	6 Hours
6.	Allotment of plots/ yards/ shed on license basis within Customs bound area (The time required to allot a plot/ shed/yard from the time of receipt of application complete in all respect.)	6 Hours
7.	Reply to Parliament Question (The average time taken from receipt of the Parliament Question up to issuance of reply)	3 days
8.	Reply to queries of Ministry/ IPA/ Other ports (The average time taken from receipt of the query up to issuance of reply)	7 days
9.	Photography permission (The average time taken from receipt of the application up to issuance of permission)	3 days (7 days for damaged cargo photography)
10.	(a) Dock entry permission for the men and materials of contractor of ports (b) Dock entry permission for foreigners (The average time taken from receipt of the application up to issuance of permission)	(a) 30 Minutes (b) 1 Hour after receipt of immigration from Kolkata Police.
11.	Action /feedback on reports in social media and press	1 day

	(The average time taken from detection of report in social media/ press up to response)	
12.	Issuance of marine bills to customers (From the time of receipt of all operational information and submission of required documents by the customers in 90% of the cases.)	3 days
13.	Issuance of cargo bill for dry bulk/break bulk vessels (From the date of receipt of operational information and papers in 90% of cases.)	4 days
14.	Issuance of container handling charge bills (From the date of receipt of operational information and documents in 90% of the cases.)	4 days
15.	Issuance of estate related bills (From the date of receipt of billing inputs in 90% of cases)	4 days
16.	New power supply connection (Average time taken from the date of submission of application with all documents and security deposit to the date of providing actual supply.)	2 Days
17.	Dry dock facility (Average time taken from the date of submission of form with all documents and charges, to the date of actual allotment, subject to availability of dry dock and readiness of the vessel)	1 Day
18.	Permission to allow construction within leased premises	30 days
19.	Permission to lay pipe line over or beneath port estate	30 days
20.	Permission to allow mortgage of the leased right	30 days
21.	Permission to change the purpose of lease	30 days
22.	Permission to sub-let, provided it is allowed in the leased document or in the land policy guidelines.	30 days
23.	Permission to surrender leased/ licensed property	30 days
24.	Permission for transfer from one lessee to another	30 days
25.	Renewal of lease for Government party.	60 days
26.	Renewal of lease for private party through tender-cum-auction	90 days
27.	Renewal of 11 months license	30 days
28.	Permission to construct jetty	60 days
29.	Permission for construction under section 46 of MPT Act	30 days
30.	Permission to construct mobile phone tower	30 days
31.	Allotment of land through nomination for Government party on lease basis	90 days
32.	Allotment of land through tender-cum-auction on lease basis to private parties	90 days
33.	Allotment of quarters	5 days
34.	Relocation (for any Force Majeure Condition)	90 days
35.	Response to public grievance from the date of receipt including drop box responses	10 days
36.	Response to employees for service matter grievance like promotion, pay anomaly, etc.	10 days
37.	Meeting with employees/ stakeholders for grievances at the HOD level after registering their appointment and issue	7 days
38.	Acknowledgement on receipt of complaints related to malpractices/ irregularities in the organization	15 days
39.	Any miscellaneous response (from the date of receipt)	15 days

GRIEVANCES REDRESSAL MECHANISM

Consumers can lodge their complaints/grievances arising out of any non-compliance of service standards, failure in delivery of service or in the functioning of port functionaries through:

- I. Written Complaints/ Grievances at Facilitation Counter/ drop Box facility at the reception, Syama Prasad Mookerjee Port, Kolkata (From 9.00 AM to 5.30 PM)
- II. Logging online at
 - (a) Central Public Grievance Redress and Monitoring System (CPGRAMS) portal www.pgportal.gov.in or,
 - (b) email at: grievances@kolkataporttrust.gov.in
 - (c) register by call at 033-2230-6349

FOR SPEEDY REDRESSAL OF GRIEVANCES

Complaints are to be lodged within 60 days of the transaction / availing of a service.

Complainant should

- Lodge their grievances along with the verifiable and specific facts and figures, so that immediate action can be taken on the grievances without any loss of time at any stage.
- Provide complete contact details of the complainant with contact phone numbers with e-mail ID if any and this will help us to contact the complainant for any further clarifications on the complaint, instead of issuing communications by post.
- Avoid anonymous grievances

Timeline for Response

- Acknowledgement - Within 7 days
- Interim reply - Within 15 days (in case of matters related to subordinate formations)
- Expected Final Disposal- Within 45 days

NODAL OFFICER FOR PUBLIC GRIEVANCES/ CUSTOMER CHARTER IMPLEMENTATION

Secretary, SMP
033-2230-6349
secretary@kolkataporttrust.gov.in

EXPECTATIONS FROM THE CITIZEN/ CLIENT/ SERVICE RECIPIENTS

- Submission of applications complete in all respects
- Submission of complete valid documents/ proposals/ requests
- Timely response to deficiencies pointed out in application forms
- Timely payment of dues for the services availed
- Give us the correct information at the right time and inform us of any changes
- Be on time for any appointments and treat our staff with respect

TRANSPARENCY PLAN OF THE PORT

The transparency plan of the port may also be accessed at website of the port for further details.

<https://kolkataporttrust.gov.in/showfile.php?layout=1&lid=4111>

Note: This is not a legal document creating rights and liabilities. Information given is subject to change/revision. The Port will endeavour to update the information on the website when changes are made but please contact the Port directly for the latest changes, if any.

* Days refers to working days; hours refer to hours on a working day

Syama Prasad Mookerjee Port
15 Strand Road, Kolkata - 700001

No. CH/N-306

05-10-2020

Secretary/TM/CE/CMO/CHE/DMD(I/C)/CME(I/C)/FA&CAO(I/C)
EM/CLO/Jt. Dir (P&R)/ Sr. PO(I/C)

GM (Engg.)/ GM(Traffic)/GM (Fin.)/
GM(M&S)(I/C)/ GM (Marine)(I/C)

Subject: Issuance of SMP Customer Charter for port services and transactions

It is with great pride that I announce the implementation of a Customer Charter for port services today. This charter is a declaration of our commitment towards our stakeholders and is a major step towards creating a streamlined port governance model as per the directives of the Ministry of Shipping (MoS). A first of its kind customer charter in the port sector, the concerned document seeks to provide more responsive and customer friendly services to create a port-led smart service ecosystem for development and growth of services, trade, tourism & industry in the region.

The concerned Customer Charter lists down the standards, quality, time frame, grievance redressal mechanism, transparency and accountability for various services delivered by the port. A link to the port's Transparency Plan has also been included in the charter. For this purpose, all the Heads of Departments (HODs) and General Managers (GMs) are requested to notify their officers and staff to follow the prescribed standards and timelines as given in the Charter, and to provide acknowledgement from all their department / division functionaries on the receipt of these instructions. Each department / division shall also nominate a nodal officer to take care of the implementation and grievances indicated in the charter. This information also needs to be notified to all stakeholders and should be widely distributed on all channels by all departments and divisions.

With respect to the grievance redressal mechanism, Secretary has been designated as the nodal officer of the port who will be responsible for all concerns related to the charter and service delivery. For all concerns related to Haldia, all communications will be forwarded by Secretary to GM (M&S) who will be the nodal officer for HDC. All communications to respondents (with respect to the services indicated in the charter) are to be directly responded by the concerned department for timely execution with a copy to the nodal officer. It is to be noted that all port personnel involved in the delivery of services mentioned in the charter should strive to maintain the benchmarks and deviation, if any, should be duly informed to the respective HOD / GM. A quarterly report of all communications is also to be submitted for management's review.

The implementation of the Customer Charter is a new milestone for the port and requires active participation of all officers and staff for its execution. Let us all work together to create an efficient service delivery model at the port.

A copy of the charter is enclosed.


Chairman 5/10/2020

Copy to: DC(H) / DC (K) for information

Copy to: CVO }

DA: As above