



## **Syama Prasad Mookerjee Port (SMP)**

15, Strand Road,  
Kolkata - 700 001.

[www.smpportkolkata.shipping.gov.in](http://www.smpportkolkata.shipping.gov.in)

Date of issue: 01/10/2020

### **TRANSPARENCY PLAN**

A declaration of SMP's commitment to transparency and integrity



सत्यमेव जयते

## **Government of India**

### **Ministry of Shipping**

[www.shipmin.gov.in](http://www.shipmin.gov.in)

#### **SALIENT SERVICES PROVIDED BY THE PORT**

- Conservancy/maintenance of entire river within the Port jurisdiction;
- Pilotage of vessels to and from port;
- Berthing and Un-berthing of vessels;
- Loading and unloading of cargo into and from vessels;
- Embarkation/ dis-embarkation of passengers/ services connected with passenger terminal;
- Infrastructure facilities like various type of cargo handling equipment;
- Stacking area (both covered and open);
- Road and Railway network, etc.;
- Tippling and stacking of Coal/Ore and loading through conveyor belt;
- Facility of Container Freight Station inside Port and Container Parking Yard;
- Direct rail like facilities and services connected with movement of goods by railway wagons from / to Port (including supply of locomotives);
- Stevedoring service;
- Dry Dock facilities;
- Allotment of land to the Port Users;
- Maintenance of Roads, bridges, Ghats, etc;
- Arrangements for supply of bunker and fresh water to vessels;
- And other services as outlined on the port's website

INFORMATION DISCLOSURE ON WEBSITE
Brief history, salient features, maps of the port, all port related information, major policies and procedures, hierarchical structure, operational and financial performance, tariff structure, governing Rules and Regulations, draft forecast, Tariff, Rules & Regulations, Citizen's Corner, Pensioner's Corner, all Tenders, all important Circulars & Notifications, RTI & CPGRAMS details, contact information and all other details are provided on the corporate website which can be accessed at the following URL: <a href="http://www.smporkolkata.shipping.gov.in">www.smporkolkata.shipping.gov.in</a>
TRANSPARENT SYSTEM WITH MINIMUM DISCRETION
<ul style="list-style-type: none"> <li>• Analytical Studies of port processes and systemic suggestions;</li> <li>• Tender related information;</li> <li>• Vigilance Compendium;</li> <li>• Citizen's Charter;</li> <li>• Internal and External Audit;</li> <li>• process flowcharting and norms;</li> <li>• Rules, regulations, instructions, manuals and records for discharging various functions.</li> </ul>
INDEPENDENT EXTERNAL SCRUTINY
<ul style="list-style-type: none"> <li>• Integrity Pact;</li> <li>• CAG Audit;</li> <li>• General Finance Rules;</li> <li>• User feedback;</li> <li>• External Audits under various standards.</li> </ul>
INTERACTION WITH STAKEHOLDERS
<ul style="list-style-type: none"> <li>• Seminars/Meetings with Stakeholders;</li> <li>• Grievance redressal meetings with Associations and various Interest Groups;</li> <li>• Port familiarization Workshops with Stakeholders.</li> </ul>
ACCESSIBILITY OF MANAGEMENT TO PUBLIC
<ul style="list-style-type: none"> <li>• Interaction through Social Media (Twitter/ Facebook);</li> <li>• Citizen's Corner;</li> <li>• Pensioners' Corner;</li> <li>• Grievance redressal;</li> <li>• Special weeks /fairs/ melas to handle Pensioners' grievances.</li> </ul>
TRANSPARENCY ACTS/ POLICIES
<ul style="list-style-type: none"> <li>• Right to Information Act;</li> <li>• Whistleblower Policy;</li> <li>• Citizen Charter</li> </ul>
TRANSPARENCY IN RECEIPTS & PAYMENTS
<ul style="list-style-type: none"> <li>• E-Payments – NEFT/RTGS</li> <li>• E-Receipts</li> </ul>
MINIMIZATION OF DISCRETION THROUGH COMPUTERIZATION
<ul style="list-style-type: none"> <li>• Port Operation Management System (POMS);</li> <li>• E-billing for all types of bill/invoice under POMS;</li> <li>• PCS 1.x integrated with POMS;</li> <li>• Online RFID based paperless Permit System (PACS);</li> <li>• Online payment collection system in Estate / Land;</li> <li>• Online Pensioners Portal;</li> <li>• Online Employees Portal;</li> <li>• EBS ERP;</li> <li>• E-Office;</li> <li>• Hospital Management System;</li> <li>• E-Tendering / E-Procurement;</li> <li>• Modules for Finance/Legal/MM/etc.;</li> <li>• Vessel Traffic Management System (VTMS) / Automatic Identification System (AIS)</li> </ul>

<b>VIGILANCE ACTION</b>
<ul style="list-style-type: none"> <li>• Vigilance Corner in Website;</li> <li>• Preventive Vigilance;</li> <li>• Punitive Vigilance;</li> <li>• Surveillance and Detection;</li> <li>• Fraud Prevention Initiatives;</li> <li>• Vigilance Inspections (onsite/ file/tenders);</li> <li>• Surprise Inspections;</li> <li>• Agreed List;</li> <li>• Co-ordination with CBI/ ACB;</li> <li>• Scrutiny of Annual Property Returns;</li> <li>• Monitoring of Purchase of Immovable Property;</li> <li>• System Studies for improvement;</li> <li>• CTE type Inspection of Major Projects</li> </ul>
<b>TRANSPARENT HUMAN RESOURCES POLICIES</b>
<ul style="list-style-type: none"> <li>• Transfers in Sensitive Posts;</li> <li>• HR Grievance Cell;</li> <li>• Periodic Meets with Unions;</li> <li>• Transparent Recruitment Policy</li> </ul>
<b>CAPACITY BUILDING</b>
<ul style="list-style-type: none"> <li>• Transparency Training;</li> <li>• On-Job Training;</li> <li>• Participation in International Conferences/ Seminars/ Workshops;</li> <li>• Visit to other National/ International Ports</li> </ul>
<b>CHANGING MINDS PROGRAM</b>
<ul style="list-style-type: none"> <li>• Motivational speeches;</li> <li>• Regular Meditation Classes;</li> <li>• Collective brainstorming</li> </ul>
<b>EMPLOYEES' GRIEVANCES REDRESSAL SYSTEM</b>
<ul style="list-style-type: none"> <li>• Safety Committee Meeting;</li> <li>• Regular Meetings with SC/ ST/ OBC Association;</li> <li>• Sexual Harassment Committee;</li> <li>• Employee Grievance Redressal Committee with Appellate Mechanism</li> </ul>
<b>TRANSPARENT POLICY FOR LAND ALLOTMENT &amp; MANAGEMENT</b>
<ul style="list-style-type: none"> <li>• e-payment;</li> <li>• e-tendering;</li> <li>• Land policies namely, PGLM &amp; SOR, uploaded in website;</li> <li>• Estate corner in website</li> </ul>
<b>INCENTIVIZATION OF INNOVATION AND GOOD PERFORMANCE</b>
<ul style="list-style-type: none"> <li>• Suggestion box;</li> <li>• New Ideas Rewards Scheme;</li> <li>• Appreciation Certificates on Republic Day/Independence Day;</li> <li>• Employee of the Month/ Best, exemplary employee etc.</li> </ul>
<b>MONITORING BY THE SENIOR MANAGEMENT</b>
<ul style="list-style-type: none"> <li>• Administration Report;</li> <li>• Annual Accounts/Audit Report;</li> <li>• ISO/ISPS Audit Report;</li> <li>• Action taken on Board's Decisions;</li> <li>• Periodical Disclosures;</li> <li>• Co-ordination meetings</li> </ul>

## EVOLVING ORGANIZATION

- Focus on Organization's Evolution through Dynamism, Vision and Motivation

## TRANSPARENCY AND INTEGRITY COMMITMENT OF THE PORT

1. The customers have the right to know the procedure laid down by Vigilance Department of SMP, Kolkata for receiving complaints pertaining to corruption. In this regard, the following information should be conspicuously displayed in the Head Office and all the other offices of SMP, Kolkata:
  - The contact details of the Chief Vigilance Officer (CVO) of SMP, Kolkata, which shall include complete postal address, telephone number(s) and email.
  - A common complaint procedure for customers for lodging complaints with the CVO, SMP, Kolkata.
2. The customers have certain obligations towards Vigilance Department of SMP, Kolkata in connection with lodging complaints. The same are enumerated hereunder:
  - The customers should only lodge such complaints with the CVO, SMP, Kolkata that are related to corruption.
  - The customers should ensure that the complaints are specific and include verifiable allegations.
  - The customers should refrain from lodging frivolous complaints or vague & non-specific complaints or false complaints.
  - The customers should promptly send back the acknowledgement slip of genuineness verification of complaints, which are send from Vigilance Department of SMP, Kolkata to the complainants. Moreover, the customers should include in their complaints all such documents or information that he/she feels would be helpful in resolution of the complaint.
  - The customers should be willing to co-operate with Vigilance Department of SMP, Kolkata, if necessary, to resolve the complaints.
3. The customers have the right towards resolution of their complaints effectively and with transparency. In this regard, certain good practices of Vigilance Department of SMP, Kolkata would be as follows:
  - Acknowledgement of the receipt of any complaint, in writing, and issue of a genuineness verification letter (with acknowledgement slip) to the complainant within a reasonably short period of time.
  - Assigning an Officer with the duty of handling the complaints.
  - Information to the complainants regarding the resolution of the complaints .

## CONTACT US

For any complaints related to corruption or malpractices in SMP, Kolkata, please contact:

Chief Vigilance Officer  
6, Fairlie Warehouse, Ground Floor,  
Strand Road, Kolkata - 700 001.  
Telephone: +91 – 33 – 2230 5608  
Fax: +91 – 33 – 2213 5487  
E-mail: [cvo@kolkataporttrust.gov.in](mailto:cvo@kolkataporttrust.gov.in)

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.

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