

पत्तन प्रबंध बोर्ड
PORT MANAGEMENT BOARD
 अंडमान तथा निकोबार द्वीपसमूह
Andaman & Nicobar Islands

CITIZEN CHARTER

No	Services	Service/performance standard	Contact details of the responsible officer	Process	Document required /fees
1	Berthing / unberthing of vessels	Berthing meeting everyday at 1030 hrs except Sunday/public Holidays.	Manager(Cargo operations) E-mail : mgrpmbna@gmail.com Mobile No. 9434281246	<ol style="list-style-type: none"> 1. Receipt of requisition, complete in all respects 2. Berth is allotted in berthing meeting. 3. Priority berthing for passenger ships without any priority berthing charges. 4. Other priority is decided based on available ships and berths. 	At least One day Advance requisition.
2	Receipt of port charges/ dues (Cargo related charges)	15 – 30 minutes	Manager (Cargo operations) E-mail : mgrpmbna@gmail.com Mobile No. 9434281246	<ol style="list-style-type: none"> 1. e payments by online transfer 2. At Cargo Related Services (CRS) counter, PMB Admn Building- Monday to Saturday (1000 – 1600 hrs) by credit & debit cards/Cash/DD, except on public holidays 3. At Haddo wharf on Sundays /Public holiday /Night time by credit and debit card. 	Bill raised by PMB in original alongwith amount mentioned therein

3	Receipt of port charges/ dues (Vessel related charges)	15-30minutes	Manager Signals Operations) Mobile 9474221818	Port & No.	<ol style="list-style-type: none"> 1. e payments by online transfer 2. At Vessel Related Services (VRS) counter, PMB Admn building- Monday to Saturday (1000 – 1600 hrs) except on public holidays. 	Bill raised by PMB in original alongwith amount mentioned therein
4	Supply of Cargo handling equipments for user.	01 day in advance	Manager(Cargo operations) E-mail : mgrpmbna@gmail.com Mobile No. 9434281246		<ol style="list-style-type: none"> 1. Requisition to Manager (Cargo Operations) 2. Receipt of payment 3. Indent to AE (Mech), ALHW and copy to Wharf Supdt. (i/c) 4. AE (Mech), ALHW will arrange equipments and monitor its operations. 	Requisition and payment of fees
5	Stevedoring licence	30 days	Manager (Stevedoring) Tel No.03192-221177		<ol style="list-style-type: none"> 1. Receipt of application with proposal complete in all respect. 2. Processing of proposal for approval. 	<p><u>Following documents are required:</u></p> <ol style="list-style-type: none"> 1. Licence Fee - Rs. 30,000/- (Rupees Thirty Thousand Only) per year for all Ports in A&N Islands 2. Bank Guarantee of Rs. 2 Lakh for Port Blair. 3. Bank Guarantee of Rs. 1 Lakh for Carnicobar, Hut Bay and Mayabunder Ports. 4. Bank Guarantee of Rs. 50,000/- for Rangat, Diglipur, Campbell Bay, Katchal, Kamorta, Neil Island and Havelock Ports. 5. ID Proof. 6. Details of Cargo Handling Gears. 7. List of employees/workers with name and Designation along with photographs.

6	Ship Repairs & Hot Work licence	2-4 working days if documents are in order.	Manager (Cargo operations) E-mail : mgrpmbna@gmail.com Mobile No. 9434281246	Receipt of application with proposal complete in all respect.	<p><u>Following documents are required:</u></p> <ol style="list-style-type: none"> 1. Licence Fee - Rs. 20,000/- (Rupees Twenty Thousand Only) per year. 2. Application in the prescribed format. 3. Third party insurance of ₹10,00,000/- {Rupees Ten Lakhs only} 4. Individual insurance of ₹1,00,000/- {Rupees one lakhs only} each for the worker/employees engage. 5. Registration Certificate/Article of partnership, Company. 6. Identity Proof. 7. Certificate issued by IRS/MMD for welder (minimum two welders). 8. List of employees/workers with name and Designation alongwith photographs. 9. Service Tax Registration Certificate. 10. Pan Card. 11. Undertaking to meet the Obligations on account of wages, PF, Compensation etc for the under workers/ employees engaged by the contractor under workmen's Compensation Act. 12. Solvency Certificate from any nationalized bank
7	Chipping and Painting Licence	Licence is issued within 48 hrs except Sunday/Holiday if documents are in order.	Manager (Cargo operations) E-mail : mgrpmbna@gmail.com Mobile No. 9434281246	<ol style="list-style-type: none"> 1. Receipt of the application 2. Processing for approval 3. Communication of the approval thereon. 	<p><u>Following documents are required:</u></p> <ol style="list-style-type: none"> 1. Licence fee - Rs 10,000/- (Rupees Ten Thousand Only). 2. Third party insurance of ₹ 10,00,000/- {Rupees Ten Lakhs only} and individual insurance of ₹ 1,00,000/- {Rupees one lakhs only} each for the worker/employees. 3. Letter from the shipping owner/Agent/Charterer authorizing them to carry out the work. 4. Service Tax Registration Certificate. 5. Pan Card. 6. Name with photographs of staff/workers employed.

8	Port Entry (Permanent Pass)	Issued within 03 days, if applied, in the prescribed format with complete details.	Manager(Stevedoring) Tel No.03192-221177	Receipt of application with supporting documents	<p><u>Tariff</u></p> <ol style="list-style-type: none"> 1. Heavy Vehicle Rs. 800/- PA/Per Terminal. 2. Light vehicles Rs. 500/- PA/Per Terminal. 3. Individual Rs. 400/- PA/Per Terminal. 4. Individual with Two Wheeler Rs. 750/- PA/Per Terminal. 5. Processing charges of Rs. 30/- <p><u>Following documents are required:</u></p> <ol style="list-style-type: none"> 1. ID Proof with One latest Passport size Photograph. (Driving Licence/Adhaar Card issued by A&N Administration) 2. Purpose for port entry permit. 3. Letter from Shipping agents/owners/charterers and Cargo agent authorizing them to carry out the work. 4. Copy of Vehicle RC Book issued by the A&N Administration. <p><i>Note: No entry to the port is allowed without a valid pass issued by PMB.</i></p>
9	Port Entry (Daily passes)	On spot at Terminal gates	Manager (Stevedoring) Tel No.03192-221177	<p>Approach directly to the gate pass counter at terminal entry point.</p> <p><u>Note : Gate pass for Chatham and Hope Town terminal shall be issued from Haddo at Gate No.4.</u></p>	<ol style="list-style-type: none"> 1. Heavy Commercial Vehicle (Single Entry Passes) Rs. 30/- per entry (₹25 for Vehicle + ₹5 for driver). 2. Parking charges Rs. 10/- per 02 Hrs shall be levied on light Vehicles and Rs. 5/- per 02 hrs on two wheeler beyond free period of 02 hours. <p><i>Note: No entry to the port is allowed without a valid pass issued by PMB.</i></p>
10	Allotment of space in the Port area (outside custom area)	Order for allotment of space or denial will be passed within 15 days after processing.	Estate officer Mobile : 9434260175	Receipt of application with supporting document.	<ol style="list-style-type: none"> 1. Individual/firm requiring space in port area has to apply indicating the purpose, location, area required and intended period of allotment. 2. Advance payment on receipt of allotment order within 7 days. .

11	Allotment of space (Godown/ space) in custom bound area	Order for allotment of space or denial will be passed within 15 days after processing.	Manager(Cargo operations) E-mail : mgrpmbna@gmail.com Mobile No. 9434281246	Receipt of application with supporting document.	<ol style="list-style-type: none"> 1. Individual/firm requiring space in port area has to apply indicating the purpose, location, area required and intended period of allotment. 2. Advance payment on receipt of allotment order within 7 days. .
12	Payment of bills –Normal contract	15 days	<ol style="list-style-type: none"> 1. Concerned Manager and Assistant Engineer. 2. DDO, PMB Tel No.03192-233680 Mobile No. 9531808842 	<ol style="list-style-type: none"> 1. After receipt of bills alongwith all supporting document (as per contract agreement/ work order/ supply order), the bill will be verified within 3 days by the dealing assistant and shall be submitted to the Section In-charge. 2. Section in-charge will submit the proposal alongwith Expenditure sanction within 48 Hrs to DDO for checking from accounting angle. 3. DDO indicating availability of funds shall submit bill to CPA within 48 hrs. 4. CPA will clear the proposal within 48hrs and the file will be sent to DDO for payment. 5. DDO will submit the bill to PAO within 72 hrs. 	Pre-receipted bill in duplicate alongwith all supporting document as per contract agreement/ work order/ supply order, compete in all respect.

Redress of grievance:

In case of non compliance of the service standards, the service receipts/stakeholders can contact the following public Grievance Officer:

Shri.N.Khalid
Manager (Stevedoring)
Port Management Board
Phone No. 03192-221177

Escalation of Grievance :

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

Dr. R.D Tripathi
Chief Port Administrator
Port Management Board
Phone No. 03192 - 233679, 03192- 232773
E Mail: cpapmb2015@gmail.com