



(Connectivity with speed and comfort)

CITIZENS CHARTER

All stakeholders and public at large are invited to make suggestions to improve this Charter. They may send the suggestions by e-mail to ddss@and.nic.in The suggestions will be duly considered at the time of next review.

1. Introduction

The Directorate of Shipping Services (DSS) under the Andaman and Nicobar Administration is responsible for providing shipping services to Mainland Ports and in between the scattered islands of Andaman and Nicobar. Presently the Directorate provides Shipping Services to 29 of the 37 inhabited Island. To undertake this task the directorate has a fleet strength of around 83 vessels of various types and capacity for movement of cargo and passengers, including passenger vessels, cargo vessels, vehicle ferries, harbour ferries, utility launches, water barges, touring vessels, tugs and mooring vessels.

2. Mission

- To provide safe, efficient and reliable shipping services to mainland and other Islands of Andaman & Nicobar.
- Ensure adequate passenger amenities onboard the ships.
- To provide a transparent and efficient ticketing system.
- Set up a suitable and responsive grievance redressal machinery for time bound resolution of public grievances.

3. Services provided by DSS

- a. Mainland connectivity from Port Blair to ports of Chennai, Kolkata and Visakhapatnam for transportation of passenger & cargo through five ships in mainland sector.
- b. Inter Island connectivity between Port Blair and the Southern groups of Islands for transportation of passengers and cargo through five ships in the Inter-Island Sector.
- c. Foreshore connectivity between Port Blair and the nearby Islands of North & Middle Andaman including Neil & Havelock for transportation of passengers and cargo through 17 ships in the Foreshore Sector.
- d. Connectivity to the Andaman Trunk Road at Middle and Humphrey Straits for transportation of passenger and vehicles through vehicle ferries operating in Kadamtala and Baratang areas.
- e. Within Harbour connectivity at Port Blair and other ports of the A & N Islands for transportation of passenger and cargo through Harbour crafts/vehicle ferries including 16 vessels positioned at other Islands.
- f. Transportation of essential cargo between Islands.
- g. The Marine Dockyard of the Directorate primarily carries out the repairs and maintenance of the A & N Ships. In addition Marine Dockyard also provides

repair services and Dry docking support to the other maritime stake holders viz Navy, Coast Guard and Private vessels on as required basis.

- h. Although rarely undertaken, the DSS also provides vessels on charter, subject to availability.

4. **Service standards**

For efficient delivery of service the Directorate of Shipping has put the following arrangements in place:-

- a. **Advance shipping schedules** – The shipping schedules for Mainland Sectors are prepared and promulgated one month in advance. Similarly the schedules for Inter Island Sectors and Fore Shore Sectors are promulgated seven days and 4-7 days in advance respectively.
- b. **Ship Tickets**: - The Directorate of Shipping Service has extended the facility of Single Window System for the purchase of tickets for the Passenger Vessels plying in the Mainland, Inter-Island and Foreshore Sectors through a total of 11 Ship Ticket Advance Reservation System (STARS) Counters at Mainland & different Islands. The Single Window System allows any class of ticket for any sector to be purchased from any of STARS counters. This helps the passengers to plan their journey and reserve their tickets from the nearest counter. Presently, STARS ticketing counters are available at Port Blair, Havelock, Rangat, Diglipur, Mayabunder, Hut Bay, Car Nicobar, Nancowry and Campbell Bay in the Islands and also at Chennai and Kolkata.
- c. **Dissemination of information** - All Shipping Schedules and changes thereof are disseminated, through Print Media, Radio, Doordarshan and Internet. Citizens may also log on to the A& N Administration web site www.and.nic.in for any shipping related query or may call 03192-245555, 03192-232714 and 03192-232528.
- d. **Issuance of passes and concessional tickets** - Monthly pass system is being extended to daily commuters on the Harbour ferries at Port Blair. Concessional passes/ tickets are provided to Students and Senior citizens, 100% concession is extended to physically/ mentally challenged across all Sectors of operations.
- e. **Catering** – On board catering facilities are provided in all Mainland and Inter Island vessels at a reasonable and fixed rate.
- f. **Feed back** - To ensure timely corrective measures and maintain high standards of Service, regular feedback is obtained from passengers in all sectors through feedback forms available onboard.

5. Transparency in functioning

To provide necessary information to citizens with to the regard functioning of the organization, the RTI Act 2005 has been fully implemented and is being executed successfully. The details of key personnel for the purpose of RTI are:-

Sl. No.	Name & Designation	Designation as (PIO / APIO)	Tel. No./FAx
1.	Deputy Director Shipping Services	PIO	232725/232725
2.	Assistant Director (Admn).	APIO	231793
3.	Accounts Officer (M & S)	APIO	232212/241887
4.	Assistant Director (Comm. Wing)	APIO	234299
5.	Asst. Labour Welfare Commissioner	APIO	200709
6.	Law Officer	APIO	245918
7.	Asst. Director of Shipping Services, Chennai	APIO	044-25220841
8.	AME (Stores) (Mechanical)	APIO	
9.	AME (Job) (Mechanical)	APIO	220003 WLL
10.	AME (Coordination Cell)	APIO	230073
11.	AME (Technical)	APIO	232016
12.	AME (MTO)	APIO	

The citizens if unsatisfied with the response may prefer appeals to the Director Shipping Services who has been nominated to function as the Appellate Authority under the Right to Information Act 2005.

6. Grievance redressal mechanism:

The Names & Contact Details of Public Grievance Officers are as follows:-

Public Grievance officer Designated as Contact Officer	Office	Phone No.	Time frame for disposal
Asst. Labour Welfare Commissioner	Marine Dockyard	03192-200709 03192-234327	Within 10 days
Assistant Director (Commercial Wing)	Directorate	03192-234299	-do-

a. Grievance lodging process:

Grievances can be lodged through (i) online through <http://www.and.nic.in>
(ii) By post at the above mentioned address of the Public Grievance Officer
(iii) by hand at the public grievance cell at Directorate of Shipping Services, Port Blair.

b. Expectations from complainant:

- Clarity of grievance with all relevant details and contact details

c. Timeline for response:

- Acknowledgement of grievances received by post during working day – Within 5 working days of receipt of the grievances.
- Communication for additional information, if required will be sought within 15 days of receipt and the grievance will be redressed/disposed off by the department within 60 days.

7. Responsibility centres:

The Organization Structures of the Directorate is enclosed.

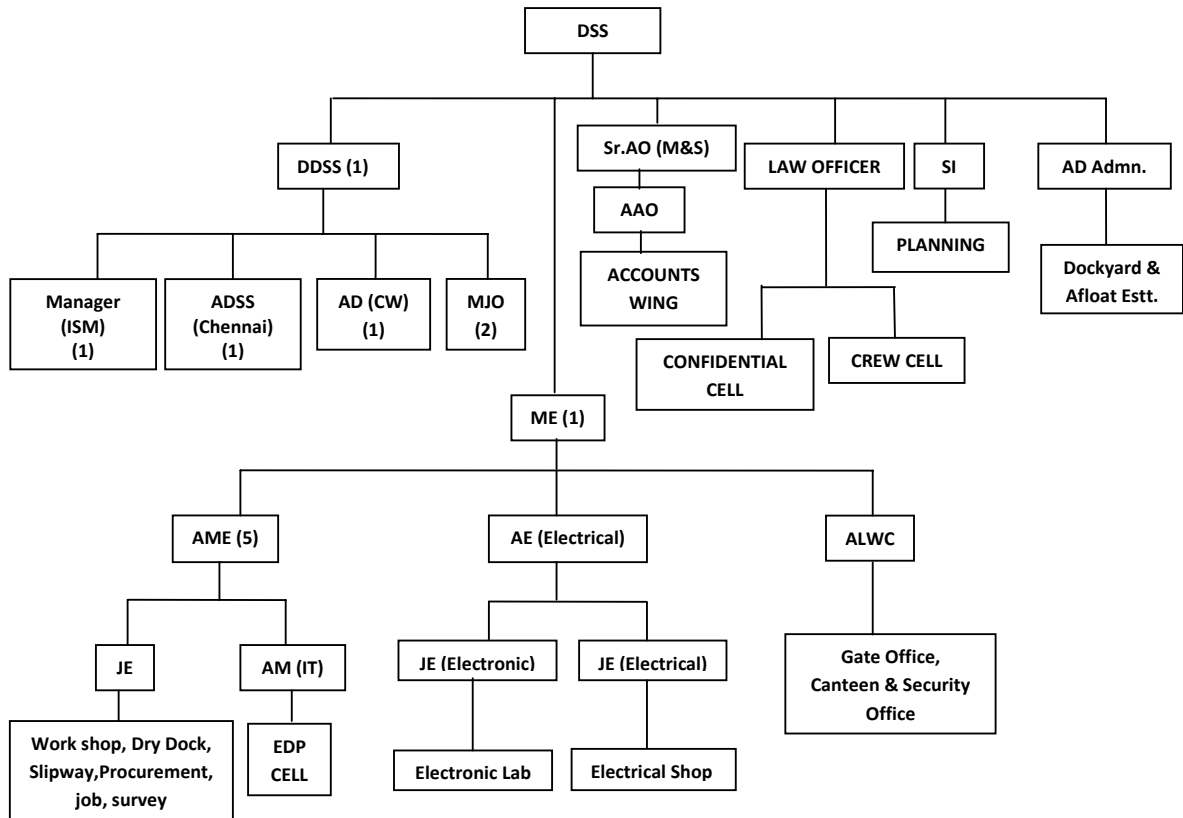
8. Particulars of key officials:

Sl.No.	NAME & DESIGNATION	OFFICE No.	Email-ID
1.	Capt.(IN) Rajinder Kumar, Director Shipping Services	03192-230480	dss@and.nic.in
2.	Shri. R. Veeriah, Deputy Director Shipping Services	03192-232725	ddss@and.nic.in
3.	Shri. R. Sahadevan, Asst. Labour Welfare Commissioner	03192-234327	--
4.	Shri.B.Binu, Sr. Accounts Officer (M&S)	03192-232212	--
5.	Smti. Kailash kumari, Asst. Director (Administration)	03192-231793	--
6.	Shri. Anand Pal Singh, Asst. Director(Commercial)	03192-234299	--
7.	Law Officer	03192-245918	dsslo@and.nic.in
8.	Shri. Mahinder Singh, Asst. Marine Engineer	--	--
9.	Shri.B.C.Sarkar, Asst. Marine Engineer	03192-230073	--
10.	Shri. L.T. Shiju Cherian, Asst. Marine Engineer	03192-230435	--
11.	Shri. J.Gopinath, Asst. Marine Engineer	03192-237995	--
12.	Shri. A.K. Bose, Asst. Marine Engineer	--	--
13.	Afloat Communication Centre	03192-231794	--

9. Review of charter

This Charter will be reviewed every year in April and October.

10. Functional reporting & responsibility framework



DSS	:	Director Shipping Services
DDSS	:	Deputy Director Shipping Services
Sr.AO	:	Senior Accounts Officer
SI	:	Senior Investigator
AD (Admn.)	:	Assistant Director Administration
ADSS	:	Assistant Director Shipping Services
AD(CW)	:	Assistant Director Commercial Wing
MJO	:	Master Jetty Office
AAO	:	Assistant Account Officer
ME	:	Marine Engineer
AME	:	Assistant Marine Engineer
AE(Electrical)	:	Assistant Engineer Electrical
ALWC	:	Assistant Labour Welfare Commissioner
JE	:	Junior Engineer
AM(IT)	:	Assistant Manager Information Technology
JE(Electrical)	:	Junior Engineer Electrical
JE(Electronic)	:	Junior Engineer Electronic
EDP Cell	:	Electronic Data Processing Cell