



Citizens'/Clients' Charter

For

Ministry of Ports, Shipping &

Waterways (2024-25)

Address: Ministry of Ports, Shipping & Waterways, Transport
Bhawan, New Delhi – 110001

Website ID: www.shipmin.gov.in

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Citizens'/Clients' Charter

Ministry of Ports, Shipping & Waterways
Transport Bhawan 1, Parliament Street, New Delhi – 110001

Our commitments to you

S. No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1.	Sanction of projects/estimates	Average time taken from the date of receipt of completed proposal in all respect for projects under Plan where the competent authority is other than the Ministry.	150 days
		Average time taken from the date of receipt of the fully completed proposal in all respects for projects under Plan where the Ministry is the competent authority.	90 days
		Average time taken from the date of receipt of completed proposal in all respect for Non-Plan Work	60 days
		Average time taken, from the date of receipt of completed proposal in all respects for funding of projects under Sagarmala scheme where the competent authority is the Ministry.	90 days
		Average time taken from the date of receipt of completed proposal in all respect for PPP Project where the Ministry is the Competent Authority	90 days
		Average time taken from the date of receipt of completed proposal in all respect for PPP Project where the Ministry is other than the Ministry	150 days
2.	Proposals relating to leasing of Port lands beyond 30 years	Average time taken from the date of receipt of proposal complete in all respects	120 days
3.	Release of Funds	Average time for release of ship building financial assistance	60 days
		Average time taken for release of funds to Indian Maritime University (IMU)	60 days
		Average time from scrutiny of proposal to release of fund for Research and Development (Ports)	90 days
		Average time taken for release of funds to Research and Development (Shipping)	90 days
		Average time taken from the date of receipt of request (complete in all respect) for release of funds from Budgetary heads under Sagarmala Scheme	15 days
4.	Issuance of Pilot License to pilots in major ports	Average time taken from the date of receipt of the fully completed proposal in all respects.	15 days

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5.	Proposal for forwarding of applications for appointment of Chairman and Deputy Chairman of Major Ports to DoPT for convening meeting of CSB and approval of ACC	Average time taken from the date of receipt of the fully completed proposal in all respect	60 days
6.	Issuance of NOC to the project for deviation from the Government policy of FOB/FAS import	Average time taken from the date of receipt of the fully completed proposal in all respect	10 days
7.	Review of Project Progress – client/stake holder feed back	Average time taken from the date of receipt of the fully completed proposal in all respect	90 days
8.	Grievance Redress	Average time taken to acknowledge grievance received electronically through CPGRAM portal	3 days
		Average time taken for seeking additional information	7 days
		Average time for final redressal of the grievance	21 days
9	Disposal of any case, application or review filed before the Adjudicatory Board.	Average time from scrutiny of the case/ application/ review filed scrutiny of documents, affidavits and written representations and after hearing oral arguments as may be advanced till disposal of the matter by the Adjudicatory Board.	6 months

For more details on the procedure, documents required and contact person. Please

visit our website at: www.shipmin.gov.in

What should you do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Sh. Mrityunjay Jha, Director, Phone No. 011-23313948
Email: dircoord2-psw@gov.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat:
ccc-grievance@nic.in

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Main Services / Transactions

S. No.	Services/Transaction	Weight %	Responsible Person (Designation)	E-mail	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amt
1	Sanction of Projects Estimates	32	Sh. Rituraj Misra, Director Sh. Rajesh Asati, Deputy Secretary	dirpp-psw@gov.in dsports-psw@gov.in	011-23753394/9910470816 011-23710836/9727772146	1.Scrutiny of the SFC/PPPAC 2.Circulation of SFC/PPPAC memorandum and incorporating replies comments of the Ministries Appraisal agencies 3.Convening of SFC/EFC meeting 4.Approval of the Competent Authority as per prescribed procedures and time frame indicated above.	Memorandum for SFC.PPPAC, DCA, RFQ, RFP, Feasibility Report Duly vetted and concurred proposals	NA	NA	NA
			Sh. Dinesh Kumar, Director Sh. R.K. Srivastava, Deputy Secretary	dirSM1-psw@gov.in dssm2-psw@gov.in	011-23350649 011-23719456	1.Scrutiny of the Projects proposal / DIB/ SFC as per Sagarmala Funding Guidelines. 2. Technical Appraisal by Development Wing of the Ministry. 2..Circulation of SFC memorandum and incorporating replies comments of the Ministries Appraisal agencies 3.Convening of SFC/EFC meeting 4.Approval of the Competent Authority as per prescribed procedures and time frame indicated above.	Memorandum for SFC / DIB, RFP, Feasibility Report, Traffic Analysis, IRR, Environmental Clearance Duly vetted and concurred proposals of State Government / Major Port	NA	NA	NA

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			Sh. Mrityunjay Jha, Director	diriwt1-psw@gov.in	011-23313948/ 9868516469	1.Scrutiny of the SFC/EFC/PPAC/PIB 2.Circulation of memos and incorporating replies comments of the Ministries Appraisal agencies 3.Convening of SFC/EFC/DIB meeting 4. Approval of the Competent Authority as per prescribed procedures and time frame indicated above	Proposal duly approved by IWAI Board	NA	NA	NA
			Shri Abhay Vaman Sarode, Director	dirdgll-psw@gov.in	011-23719312/ 8286715046	Release of fund for Research and Development (Ports) 1. Scrutiny of the R&D proposal related to the ports sector. 2. Convening of R&D committee meeting. 3. Approval of Internal Finance Wing and Competent Authority. 4. Issue of sanction order and release of funds.	Proposals from Government Institutions / organisation for Research & Development related to Port Sector.	NA	NA	NA
			Shri Manoranjan Samal, Deputy Secretary	dsfin-psw@gov.in	9716981949	To concur in the proposal involving financial implication from various Divisions.				

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			Sh. Opesh Kumar Sharma	dir2-psw@gov.in	011-23356713/9447047909	<p>For IMU :</p> <p>-Scrutiny of the proposal.</p> <p>-concurrence from concerned Divisions.</p> <p>-Approval of the Competent Authority as per prescribed procedures and timeframe.</p> <p>For R&D (S)</p> <p>1. Convening of R&D committee meeting.</p> <p>2. Approval of proposal by R& D committee</p> <p>3. Approval of Internal Finance Wing and Competent Authority.</p> <p>4. Issue of sanction order and release of funds as per prescribed procedure and time frame.</p>	<p>Duly vetted and concurred proposals</p> <p>Duly vetted and approved proposals from R&D Committee.</p>	NA	NA	NA
2	Release of funds	9	Sh. Rituraj Misra, Director	dirpp-psw@gov.in	011-23753394/9910470816	1.Scrutiny of the SFC/EFC/PPAC/PIB	Duly vetted and concurred proposals	NA	NA	NA
			Sh. Rajesh Asati, Deputy Secretary	dsports-psw@gov.in	011-23710836/9727772146	2.Circulation of memos an incorporating replies comments of the Ministries Appraisal agencies 3.Convening of SFC/EFC meeting 4.Approval of the Competent Authority as per prescribed procedures and time frame indicated above.	2. Utilization certificates for the funds released earlier, if any, for the same purpose is sought from the grantee organizations.			

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			Sh. Mrityunjay Jha, Director	diriwt1- psw@gov.in	011- 23313948/ 9868516469	<p>Receipt of written request for release of funds from IWAI.</p> <p>Request is processed in consultation with Internal Finance Wing.</p> <p>Seeking approval of the Competent Authority.</p> <p>Issue of sanction.</p>	Written request from IWAI. Utilization certificates for the funds released earlier, if any, for the same purpose is sought from the grantee organizations.	NA	NA	NA
			Shri Vipul Singhal Shri Nebu Oommen	dir1- psw@gov.in nebu.oommen@gov.in	011-23718390 022-25752056	<p>Shipyards have to apply on online portal: https://www.shipbuilding.nic.in</p>	Documents are mentioned in guidelines uploaded on the website of this Ministry.	NA	NA	NA
			Sh. Rituraj Misra, Director	dirpp- psw@gov.in	011- 23753394/9910 470816	<p>-Funds allocated to the Concerned Division from Budget Division of the Ministry.</p> <p>-Before release of funds, at first, Division may financial concurrence from IFD and administrative approval from the Hon'ble Minister (PSW)/ Secretary.</p> <p>-After approval, funds are released to Ports through PFMS.</p>				

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			Sh. Rajesh Asati, Deputy Secretary	dsports-psw@gov.in	011-23710836/9727772146	Receipt of written request for release of funds from SMPA. Request is processed in consultation with Internal Finance Wing File put up to the competent authority for approval Issue of sanction.	Written request from SMPA. Audited Expenditure on dredging incurred during the financial year.	NA	NA	NA
			Sh. Dinesh Kumar, Director Sh. R.K Srivastava, Deputy Secretary	dirSM1-psw@gov.in dssm2-psw@gov.in	011-23350649 011-23719456	Request of release of funds is examined as per Sagarmala Funding Guidelines as per milestone of projects Concurrence of IFW Approval of Joint Secretary , Sagarmala	Documents are mentioned in Sagarmala Funding guidelines uploaded on the website of this Ministry	NA	NA	NA
			Sh. Mandeep Singh Randhawa	director-ship@gov.in	011-23710039/9818082825	For Shipping: Scrutiny of the proposal related to the Shipping Sector. - Concurrence of IDW -Convening and approval of R&D Committee meeting -Concurrence of IFW -Approval of competent authority. -Issuance of sanction order and release of funds	Duly vetted and concurred R&D proposals from Shipping Sector	NA	NA	NA

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			Sh. Opesh Kumar Sharma	dir2-psw@gov.in	011-23356713/9447047909	<p>For IMU:</p> <ul style="list-style-type: none"> -Receipt of written request for release of funds from IMU. -Request is processed in consultation with Internal Finance Wing -File put up to the competent authority for approval <p>Issue of sanction order and release of funds.</p> <p>For R& D (S)</p> <ul style="list-style-type: none"> -Receipt of written request for release of funds from R&D organisation. -Request is processed in consultation with Internal Finance Wing -File put up to the competent authority for approval <p>Issue of sanction order and release of funds</p>	Duly vetted and concurred proposals 2. Utilization certificates for the funds released earlier, if any.	NA	NA	NA
3	Issuance of Pilot License to pilots in Major Ports	8	Sh. Devendra Kumar	dsphrd-psw@gov.in	011-23350647/9968264399	Scrutiny by PHRD Division in the Ministry Port, Shipping & Waterways, Approval of the Competent Authority conveying the approval	Approval of Competent Authority in the Port Certificate of Competency (CoC), Examination Report, Medical Report, Board Resolution, Regulations	NA	NA	NA

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4	Issuance of NOC to the project for deviation from the Government policy of FOB/FAS imports	8	Sh. Vipul Singh, Director (MD)	dir1-psw@gov.in	8595954852	Approval of the Competent Authority i.e. Secretary (PS&W)	Complete details of shipment terms including load port/disport and freight element.(PSUs Letters and recommendation letter)	NA	NA	NA
5	Review of Project Progress – client/stake holder feed back	8	Sh. Rituraj Misra, Director Sh. Rajesh Asati, Deputy Secretary	dirpp-psw@gov.in	011-23753394/9910470816	Average time taken from the date of receipts of the fully completed proposal in all respects.	Ministry's record	NA	NA	NA
6	Information Dissemination	8	Sh. Rajesh Asati, Deputy Secretary	dsports-psw@gov.in	011-23710836/9727772146	Information on sanction of new projects/proposals on the web-site Within 5 working days. Progress up-dated every quarter Updating of monthly traffic of Major Ports within 5 working days from the preceding month end. Annual Report of the Ministry as per schedule.	Ministry's record	NA	NA	NA
7	Grievance Redress	15	Sh. Mrityunjay Jha, Director	dircoord2-psw@gov.in	011-23313948/9868516469	Grievance should be as specific as possible and must relate to the functioning of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post.	Ministry's record and CPGRAMS portal	NA	NA	NA
8	Proposal for forwarding of applications for appointment	12	Sh. Devendra Kumar	dsphrd-psw@gov.in	011-23350647/9968264399	Scrutiny by PE Division in the Ministry Port, Shipping & Waterways, Approval of the Competent Authority conveying the	Applications along with APARs, copies of certificates supporting qualifications, Administrative / Vigilance	NA	NA	NA

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	of Chairman and Deputy Chairman of Major Ports to DoPT for convening meeting of CSB and approval of ACC					approval	Clearance RRs of the concerned post			
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Service Standards

Sl. No.	Services/Transaction	Weightage	Success Indicator	Service Standard	Unit	Weight	Data Source
1	Sanction of projects/estimates	32.0	Average time taken from the date of receipt of completed proposal in all respect for projects under Plan where the competent authority is other than the Ministry.	150	Days	7.04	Ministry's record
			Average time taken from the date of receipt of the fully completed proposal in all respects for projects under Plan where the Ministry is the Competent Authority.	90	Days	8.00	Ministry's record
			Average time taken from the date of receipt of completed proposal in all respect for Non-Plan Work.	60	Days	9.92	Ministry's record
			Average time taken from the date of receipt of completed proposal in all respect for PPP projects.	150	Days	7.04	Ministry's record
2	Release of Funds	9.0	Average time for release of ship building financial assistance on receipt of complete document clarification etc.	60	Days	2.97	Ministry's record
			Average time taken for release of funds to Indian Maritime University (IMU)	60	Days	2.97	Ministry's record
			Average time for release of financial assistance to IWAI, Noida to meet the administrative and project expenditure	60	Days	3.06	Ministry's record
3	Issuance of Pilot License to pilots in Major Ports.	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects	15	Days	8.00	Ministry's record
4	Proposal for forwarding of applications for appointment of Chairman and Deputy Chairman of Major Ports to DoPT for convening meeting of CSB and approval of ACC	12.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	60	Days	12.00	Ministry's record
5	Issuance of NOC to the project for deviation from the Government policy of FOB/FAS imports	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects	10	days	8.00	Ministry's record
6	Review of Project Progress – client/stakeholder feed back	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	90	Days	8.00	Ministry's record
7	Information Dissemination	8.0	Average time taken for information compilation and uploading on the website in respect of new projects sanctioned/proposals and updating of monthly traffic and data relating to port and shipping sector.	5	Days	8.00	Ministry's record

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8	Grievance Redress	15.0	Average time taken to acknowledge grievance received electronically through CPGRAM portal	3	Days	5	CPGRAM & Ministry's record.
			Average time taken for seeking additional information	7	Days	5	CPGRAM & Ministry's record.
			Average time for final redress of the grievance	21	Days	5	CPGRAM & Ministry's record.

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

Grievance Redress

S. No.	Name of the Public Grievance Office	Helpline	Email
1	Shri Mrityunjay Jha, Director	011- 23313948	dircoord2-psw@gov.in

List of Stakeholder/Clients

S. No.	Stakeholders/Clients
1.	Major Ports
2.	Indian Port Association
3.	Indian Private Port Terminal Operators
4.	Port users, Indian National Ship Owners Association
5.	Ship builders
6.	Govt. Departments/PSUs
7.	Maritime Industries
8.	Students
9.	Citizens of India
10.	Maritime States
11.	Exporters & Importers
12.	Dredging Corporation of India

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Responsibility Centers and Subordinate Organizations

S. No.	Responsibility Centers and Subordinate Organization	Landline Number with STD Code	E- mail	Mobile No.	Address
1	Directorate General of Shipping	022-22752040-43 022-25752005	dgship-dgs@nic.in		Directorate General (Shipping)Beta Building, 9 th Floor, i-think, Techno Campus, Kanjur Marg, (East), Mumbai – 400042.
2	Andaman Lakesweep Harbour Works (ALHW)	03192-232864 03192-232753 011-23383593	pblceaalhw@sancharnet.in alhw@and.nic.in		Andaman Lakshadweep Harbour Work, P B No. 161, Port Blair – 744101
3	Directorate General of Light Houses and Lightship (DGLL)	0120-2411345 0120-24122677	dgll@ndb.vsnl.net.in noida-dgll@nic.in		Director General of Lighthouses & Lightships,Noida, Deep Bhawan, A-13, Sector – 24, Noida – 201301 (UP)
4	National Shipping Board	011-23318097	sranjan@nic.in chmnsb-ship@nic.in		Room No. 441, Ministry of Ports, Shipping & Waterways, Transport Bhavan, 1 Parliament Street, New Delhi-110001
5	Tariff Authority of Major Ports (TAMP)	022-23792000	tariff@tariffauthority.gov.in		Tariff Authority of Major Ports, 4 th Floor, Bhandar Bhavan, MazawarPakhadi Road, Mazgaon, Mumbai – 400010
6	Mumbai Port Authority (MbPA)	022-22621234 022-22620760	chairman@mumbaiport.gov.in		Mumbai Port Authority, Port House, ShoorjiVallabhas Marg, Mumabi – 400038
7	Syama Prasad Mookerjee Port Authority (SMPA)	033-22305370 033-22303451	chairman@kolkataporttrust.gov.in		Kolkata Port Authority 15, Strand Road, Kolkata – 700001
8	Cochin Port Authority (CoPA)	0484-2668200 0484-2668566	chairman@cochinport.gov.in		Cochin Port Authority, Willingdon Island, Cochin- 682009
9	Deendayal Port Authority (DPA)	02836-233001 02836-234601	chairman@deendayalport.gov.in		Deendayal Port Authority, Post Box No. 50 Gandhidham, Kutch - 370201
10	Chennai Port Authority (ChPA)	044-25361086 04425365512	chairman@chennaiport.gov.in , chairman@chptmail.chennaiport.gov.in		Chennai Port Authority, Rajaji Salai, Chennai – 600001
11	Mormugao Port Authority (MoPA)	0832-2521100 0832-2521200	chairman@mptgoa.gov.in		Mormugao Port Authority, Headland Sada Goa, Goa – 4003804
12	Jawaharlal Nehru Port Authority (JNPA)	022-67472740 022-27242290 022-27244001	chairman@jnport.gov.in		Administrative Building, ShevaNavi Mumbai – 4000707
13	Paradip Port Authority (PPA)	06722-222046 06722-222127	chm@paradiport.gov.in		P.O. Paradip Port, Distt., Jagatsing Pur, Orissa – 754142

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14	V.O. Chidambarnar Port Authority (VOCPA)	0461-2352500	chairman@vocport.gov.in		Tuticorin Port Authority, Bharti Nagar, Tuticorin - 628004
15	Visakhapatnam Port Authority (VPA)	0891-2562758	chairman.vpt@gov.in		Visakhapatnam Port Authority Central Administrative Department, Visakhapatnam – 530035
16	New Mangalore Port Authority (NMPA)	0824-2407300	chairman@nmpt.gov.in		New Mangalore Port Authority, Panamur, Mangalore – 575010
17	Calcutta Dock Labour Board (CDLB)	033-22489191/92 033-22305370 033-22309164	dychairman@kopt.in		20, Abdul Hamid St, Chowringhee North, Bow Barracks, Kolkata, West Bengal 700069
18	Inland Waterways Authority India (IWAI)	0120-2544009, 0120-2544036,2521684, 2522798,2521724	chairman.iwai@nic.in		Inland Waterways Authority of India, A- 13,Awxroe-1, NOIDA – 20130 (UP)
19	Seaman's Provident Fund Organization (SPFO)	022-22616925	spfo@mtnl.net.in spfo-commr@spfo.gov.in		Office of the Seamen's Provident Fund Commissioner "Krupanidhi" Bldg. 3rd Floor, 9, WalchandHirachand Marg,Ballard Estate,Mumbai – 400001.
20	Indian Maritime University (IMU)	044-24539020	info@imu.ac.in		Indian Maritime University, East Coast Road Semmencherry, Chennai – 600119
21	Seafarers Welfare Fund Society (SWFS)	022-22626980-81 022-22611625	swfs1966@gmail.com		Commerce House, 1 st floor Currimbhoy Road, Ballard Estate, Mumbai – 400001
22	Indian Ports Association (IPA)	022-22621234 011-24365632	chairman.ipa@nic.in md.ipa@nic.in		Indian Ports Association, 1 st Floor, South Tower NBCC Place, B P Marg, Lodhi Road, New Delhi – 110003
23	Shipping Corporation of India Ltd. (SCI)	022-23473002 022-22026666	cmd@sci.co.in mail@sci.co.in		Shipping Corporation of India Ltd., Shipping House 245, Madame Cama Road, Mumbai – 440021
24	Cochin Shipyard Limited (CSL)	0484-2501200	cmd@cochinshipyard.in vulli.haranath@cochinshipyard.in		Cochin Shipyard Limited, Perumanoor, PO 1653, Cochin - 682015
25	Central Inland Water Transport Corporation Limited (CIWTC)	033-22435718 033-22436164	ciwtc@cal3.vsnl.net , inciwtc@rediffmail.com		Central Inland Water Transport Corporation Limited, 4 – Fairly Place, Kolkata – 700001

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26	Dredging Corporation of India (DCI)	0891-2871230	dredging@dcil.co.in		Dredging Corporation of India limited, "Dredge House" HB Colony, Seethamadara, Visakhapatnam - 530022 Andhra Pradesh.
27	Kamarajar Port Ltd. (KPL)	044-25251661 044-27950001	chairman@kplmail.in md-kpl@kplmail.in		2 nd Floor(North Wing) & 3 rd Floor, Jawahar Building, 17 RajajiSalai, Chennai-600001
28	Sethusamudram Corporation Limited (SCL)	044-25270651 044-25270643	sethusamudram@dataone.in scl.sscp@gmail.com		Sethusamudram Corporation Limited, Ground Floor and 1 st Floor, Anchor Gate Building, (Opp. District CollectorOffice) RajajiSalai, Chennai – 600 001
29	Indian Port Rail & Ropeway Corporation Ltd. (IPRCL)	022-6656 6335	iprc Mumbai@gmail.com		1st Floor, South Tower, NBCC Place, Bhisma Pitamah Marg, Lodhi Road, New Delhi-110003
30	India Ports Global Limited (IPGL)	022-69000431	indiaportsglobal@gmail.com		India Ports Global Mormugao Port Trust Trade Promotion Centre, Plot no. 1154, Vaju Kotak Marg, Fort, Mumbai, Maharashtra 400001
31	Shipping Corporation of India Land and Assets Limited (SCILAL)	022-22772220	cmdoffice@scilal.com		Shipping House, 245, Madame Cama Road, Mumbai-400021 India
32	Sagarmala Development Company Limited (SDCL)	011-21400754	admin@sdclindia.com		Thapar House, 1st floor, 124, Janpath Ln, Janpath, Connaught Place, New Delhi, Delhi 110001

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Indicative Expectations from Service

S. No.	Indicative Expectations from Service Recipients
1.	Proposals for sanction of funds estimates complete as per the guidelines in force
2.	Regular Feedback from stakeholders, port users, ship-owners and clients
3.	Timely submission of Utilization Certificate for release of funds
4.	To bring to the notice of the Ministry inadequacies in service delivery.
5.	They should focus on environmental issue
6.	They should not practice monopoly
7.	Ensure ethical trade practices
8.	Genuine and bona-fide issuance of certificates
