

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)



Citizens'/Clients' Charter

For

Ministry of Ports, Shipping & Waterways

(2023-24)

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

Website ID: www.shipmin.gov.in

Date of Issue: 21st March, 2023

Next Review after twelve months: March, 2024



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 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 30years	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 subsidy	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

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

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	15 days
		Average time for final redressal of the grievance	60 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 you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Shri Agrim Kaushal, Adviser, Phone No. 011- 23711323
Email: agrim@nic.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

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

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	Shri P K Roy, Director	pradeep.roy@nic.in	011-23736885 9868304646	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 timeframe indicated above.	Memorandum for SFC.PPPAC, DCA, RFQ, RFP, Feasibility Report Duly vetted and concurred proposals	NA	NA	NA
			Shri Abhay Vama nsarode, Director Shri Satish Kumar, Under Secretary	abhay.sarode@gov.in Satish.kumar24@nic.in	011-23719312/ 8286715046 011-23719422/ 9868264831	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 timeframe indicated above.	Proposal duly approved by IWAI Board	NA	NA	NA
			Shri A K Dadhich, Deputy Secretary	ak.dadhich@nic.in	8076852760	To concur in the proposal involving financial implicating from various Divisions. (2) Monitoring CAG, Audit paras.				
			Shri Mandeep Randhawa, Director(S)	director-ship@gov.in	011-23356708/ 9818082825	For IMU and R&D(S): -Scrutiny of the proposal. -concurrence from concerned Divisions. -Approval of the Competent	Duly vetted and concurred proposals	NA	NA	NA

**Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)**

						Authority as per prescribed procedures and timeframe.				
2	Release of funds	9	Sh. Vinay Kumar Prajapati, Director Shri P K Roy, Director Shri, Rituraj Misra, Deputy Secretary Shri Gopinath Nayak, Deputy Secretary	vinay.prajapati@gov.in pradeep.roy@nic.in misra.rituraj@gov.in nayak.gopinath@gov.in	8445889991 9868304646 9910470816 9868804614	1. Scrutiny of the SFC/EFC/PPAC/PIB 2. Circulation of memos 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.	Duly vetted and concurred proposals 2. Utilization certificates for the funds released earlier, if any, for the same purpose is sought from the grantee organizations.	NA	NA	NA
			Shri Abhay Vamansarode, Director Shri Satish Kumar, US	abhay.sarode@gov.in Satish.kumar24@nic.in	011-23719312/8286715046 011-23719422/9868264831	Receipt of written request for release of funds from IWAI. Request is processed in consultation with Internal Finance Wing. Seeking approval of the Competent Authority. Issue of sanction.	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 Dashrath Prasad Shri Nebu Oommen	prasad.dashrath@gov.in nebu.oommen@gov.in	9425917799 022-25752056	Shipyards have to apply on online portal: https://www.shipbuilding.nic.in	Documents are mentioned in guidelines uploaded on website of this Ministry.	NA	NA	NA

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

			Shri, RiturajMisra, Deputy Secretary	misra.rituraj@gov.in	9910470816	Full justifications for release of funds are sought from ChPT, SCL and MoD for release of funds as provided in the Budget.				
			Shri GopinathNayak, Deputy Secretary	nayak.gopinath@gov.in	9868804614					
			Shri GopinathNayak, Deputy Secretary	nayak.gopinath@gov.in	9868804614	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
			Shri Mandeep Randhawa, Director(S)	director-ship@gov.in	011- 23356708	For Shipping: Scrutiny of the proposal related to 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

**Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)**

			Shri. G.Ananthanarayanan, US	g.ananthanarayanan@nic.in	011-23722253	For IMU: Approval of the Competent Authority as per prescribed procedures and time frame indicated above.	Duly vetted and concurred proposals 2. Utilization certificates for the funds released earlier, if any, for the same purpose is sought from the grantee organizations.	NA	NA	NA
			Shri Anil Pruthi, Director (Engineering)	anil.pruthi@nic.in	011-23719031/ 9013600523	Release of fund for Research and Development (Ports) 1.Scrutiny of the R&D proposal related to 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
3	Issuance of Pilot License to pilots in Major Ports	8	Sh. Rajiv Nayan, US (PHRD)	rajiv.nayan@nic.in	011-23719492 9868720831	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
4	Issuance of NOC to the project for deviation from the Government policy of FOB/FAS imports	8	Shri P.Bali Dy.Chief Controller of Chartering	p.bali@nic.in	9810082921	Approval of the Competent Authority i.e. Secretary (PS&W)	Complete details of shipment terms including load port/disport and freightelement.	NA	NA	NA
5	Review of Project Progress –	8	Shri .Vinay Kumar Prajapati,	vinay.prajapati@gov.in	8445889991	Average time taken from the date of receipts of the fully completed proposal in all respects.	Ministry's record	NA	NA	NA

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

	client/stake holder feedback		Director Shri P K Roy, Director Shri, Rituraj Misra, Deputy Secretary Shri Gopinath Nayak, Deputy Secretary	pradeep.roy@nic.in misra.rituraj@gov.in nayak.gopinath@gov.in	9868304646 9910470816 9868804614					
6	Information Dissemination	8	Shri Rajesh Asati, Deputy Secretary	rajesh.asati@nic.in	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	Shri Rajesh Sharma, Deputy Secretary	rajeshsharma-cwc@gov.in	011-23711323	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 of Chairman and Deputy	12	Sh Rajiv Nayan, US (PHRD)	rajiv.nayan@nic.in	011-23719492 9868720831	Scrutiny by PE Division in the Ministry Port, Shipping & Waterways, Approval of the Competent Authority conveying the approval	Applications along with APARs, copies of certificates supporting qualifications, Administrative / Vigilance Clearance RRs of the concerned post	NA	NA	NA

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

	Chairman of Major Ports to DoPT for convening meeting of CSB and approval of ACC									
--	--	--	--	--	--	--	--	--	--	--

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

Service Standards

Sl. No.	Services/Transaction	Weight	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 subsidy 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/stake holder 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

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

8	Grievance Redress	15.0	Average time taken to acknowledge grievance received electronically through CPGRAM portal	3	Days	3.75	CPGRAM & Ministry's record.
			Average time taken for seeking additional information	15	Days	3.75	CPGRAM & Ministry's record.
			Average time for final redress of the grievance	60	Days	3.75	CPGRAM & Ministry's record.

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

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

Grievance Redress

S. No.	Name of the Public Grievance Office	Helpline	Email
1	Shri Agrim Kaushal, Adviser	011- 23711323	agrim@nic.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

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

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	09892604695	Directorate General (Shipping)Beta Building, 9 th Floor, i-think, Techno Campus, Kanjur Marg, (East), Mumbai – 400042.
2	Andaman Lakshadweep Harbour Works (ALHW)	03192-232864 03192-232753 011-23383593	pblceaahw@sancharnet.in ahw@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	9868800951	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 Bhawan, Mazawar Pakhadi Road, Mazgaon, Mumbai – 400010
6	Mumbai Port Authority (MbPA)	022-22621234 022-22620760	chairman@mumbaiport.gov.in		Mumbai Port Authority, Port House, Shoorji Vallabhas Marg, Mumbai – 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 (KPA)	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 ,		Chennai Port Authority Rajaji Salai, Chennai – 600001
11	Mormugao Port Authority (MoPA)	0832-2521100 0832-2521200	chairman@mptgoa.gov.in		Murmogaon 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, Sheva Navi Mumbai – 4000707
13	Paradip Port Authority (PPA)	06722-222046 06722-222127	chm@paradiport.gov.in		P.O. Paradip Port, Distt., Jagatsingpur, Orissa – 754142

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

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	Kolkata 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	9892604695	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	9833563997	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)	0484-2380181 0484-2501200 0484-2373155	cmd@cochinshipyard.in dirfin@cochinshipyard.com		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

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

26	Dredging Corporation of India (DCI)	0891-2871230	dredging@dcil.co.in	9949825228	Dredging Corporation of India limited, "Dredge House" HB Colony, Seethamadara, Visakhapatnam - 530022 Andhra Pradesh.
27	Hooghly Dock & Port Engineer Limited (HDPEL)	033-22430419 033-22430417	hdpelltd@cal2.vsnl.net.inhooghlydock@gmail.com		Hooghly Dock & Port Engineer Limited, Martin Burn House, 2 nd Floor, R N Mukherjee Road, Kolkata
28	Kamarajar Port Ltd. (KPL)	044-25251661 044-27950001	chairman@kplmail.in		2 nd Floor(North Wing) & 3 rd Floor, Jawahar Building, 17 RajajiSalai, Chennai-600001
29	Sethusamudram Corporation Limited (SCL)	044-25270651 044-25270643	sethusamudram@dataone.in		Sethusamudram Corporation Limited, Ground Floor and 1 st Floor, Anchor Gate Building, (Opp. District CollectorOffice) RajajiSalai, Chennai – 600 001

Citizen's/Client's Charter for Ministry of Ports, Shipping & Waterways
(2023-24)

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

Month and year for the Next Review of the Charter

March, 2024
