



DEENDAYAL PORT AUTHORITY

Citizen's/Client's Charter

General Administration Department
P.O. Box 50, Administrative Building,
Gandhidham, Kutch– 370 201,
Gujarat, India.

www.deendayalport.gov.in

Document No.: KPT/CCPG/2013

Rev. 01

Issue Date: July, 2021

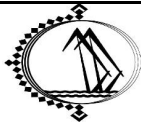
Next review: July, 2022



Note:

Copyright © 2016 Deendayal Port Authority. All Rights Reserved. No part of this document may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic or otherwise, including photocopying, reprinting or recording, for any purpose, without the express written permission of DPA.

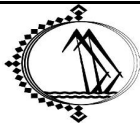
DISCLAIMER The information in this book is provided “as is”, with no warranties whatsoever, including any warranty of merchantability, fitness for any particular purpose or any warranty otherwise arising out of any proposal, specification or sample. This document is provided for informational purposes only. Information in this document is subject to change without notice.



DEENDAYAL PORT AUTHORITY

Content sheet

No.	Chapter Name	Page No.
1	Cover Page	1
2	Content sheet	2
3	Profile of DPA and Vision & Mission	3-4
4	QHSE Policy	5
5	Objectives of Citizens Charter	6
6	Listing of available infrastructure facilities	6
7	Details of business transacted by DPA	
	1. Services provide by Traffic Department	7-9
	2. Services provide by Finance Department	10-11
	3. Services provide by Medical Department	12
	4. Services provided by Mechanical Engineering Department	13-16
	5. Services provided by Civil Engineering Department	17-23
	6. Services provided by Marine Department	24-26
	7. Services provided by G.A. Department	27
8. Services provided by OOT-Vadinar	28-32	
8	List of Stakeholders and Clients	33-34
9	Details of Grievance redressal mechanism	34
	1. Information on receipt	34
	2. Communication to complainants	35
	3. Department wise public Grievance officers	36
	4. Time Norms for redressal	37
5. Level of responsibility for redressal	37-38	
10	Periodic Review	38
11	Indicative Expectations from Service Recipients	39-40
12	Next Review	40



DEENDAYAL PORT AUTHORITY

A BRIEF PROFILE

The History of the Major Port of Kandla goes back to 1930, when H.E. Khengarji III, the Maharaja of Kutch built a RCC jetty at Old Kandla. Initially Ships with draught up to 8 metres could berth in the said jetty throughout the year. This Jetty became the nucleus of what in later years was to emerge as the Kandla Port.

After independence due to the loss of Karachi Port to Pakistan, Kandla was cited for development as an alternative Major Port. Kandla Port was declared as a Major Port on April 8, 1955 and subsequently, in the year 1963, the Parliament enacted Major Port Trusts Act, 1963, and a Board was constituted under the provisions of the said Act on 29th February 1964. Since then, this Major Port of Kandla has come a long way in becoming the "Port of the New Millennium".

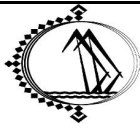
The Kandla Port Trust has been renamed as Deendayal Port Trust vide Gazette Notification No.S.O.3114(E) dated 24.9.2017.

In 1946-47, the cargo handled at the Port of Kandla was merely 58 thousand tones, whereas in year 2020-21, Port has Created History in Cargo Handling by handling 117.57 Million Metric Tons of Cargo. The performance was even more commendable as it came up despite continuing impact of Global economic recession and Industrial slowdown in the country's economy.

Deendayal Port was also pioneer to take up Indian Oil Corporation's Project of Single Point Mooring in 1976 to handle Crude at its Satellite Port at Vadinar near Jamnagar. ESSAR happens to be second company which has also now availing this facility with an SPM and Two product jetties.

Deendayal Port is also a partner in Kutch Railway Company to improve connectivity in the region. It has contributed 1/4th of the Project cost towards Vessel Traffic Management System (VTMS) in Gulf of Kutch.

The Port's liberal Public Private Participation drive since long has resulted in the Port becoming beacon of benchmarking in the Port Sector. Some of the early moves were developing of Liquid Tankage Facility for storing of liquid cargoes, which has resulted in the development of largest Tank Farm Storage facility in India. With over 10.12 lakh Kilo Liters of tankage built and operated by Govt. sector firms and 24.74 lakh Kilo Liters of tankage built and operated by Private tank farms, the Port is able to provide with competitive handling of liquid cargoes. The Port's efforts to connect the tank farms directly through pipelines from all its jetties have resulted into active participation by the private entrepreneurs, which has further improved productivity as well as cargo volume.



DEENDAYAL PORT AUTHORITY

On the other side, land is also provided just outside the gates of the Port for construction of Godowns, which has enabled exporters and importers to use the Godowns as storage points for cargo before clearance. Deendayal Port's endeavor for public private participation in Port operations has also encouraged substantial private investments in modern equipments inside the Port, which has resulted into substantial investment in Handling Equipments. This is one of the major reasons of improvement in the productivity, clearance of cargo from wharf for import cargo and proper feeding of vessels for export cargo. Similarly, the varied private equipments have aided in handling a range of Commodities.

Deendayal Port has emerged as a nerve center of India's economic activity and playing a vital role in the growth and development of the regional economy. The Port has already positioned and has been recognized as India's biggest POL Products Handling Port. Also, the largest Offshore Oil Terminals have been built in the Port waters of Deendayal Port. The Port has an impressive track record of contributing significantly to the country's international maritime trade over seventy years.

Numerous welfare measures have been implemented. The e-governance in the Port Administration and Port Operations has been initiated with a lot of transactions now going online. The DPA has also taken several measures in last few years to increase Transparency by introducing e-tendering, e-auction, standardized tender documents etc.

Vision

"To be the one of the most economical Modern Ports rendering cost effective services to our customers"

Mission

"Deendayal Port will emerge as a Vibrant, world class, multi-cargo Port offering services at multiple locations and having a dominant share of regional cargo by virtue of its ability to effectively leverage its locations and land resources for facilitation of growth of economic activities and investments, with the objective of developing mutually beneficial and sustainable linkages with port-based industries and users, thereby, making Deendayal Port the driver of economic growth in the region".



DEENDAYAL PORT AUTHORITY

QHSE Policy

“We at Deendayal Port Authority are committed to Providing Maritime Services Timely of best Quality with cost effectiveness & matching the expectation of customers with professionalism with commitment to managing environmental matters as an integral part of our business. In particular, it is our policy to assure the environmental integrity of our processes and facilities at all times and at all places. We will do so by adhering to the following principles”:

Compliance:-

Comply with applicable laws and regulations and will implement programs and procedures to ensure compliance. Compliance with environmental standards will be a key ingredient in the training, performance reviews and motivation of all employees.

Risk Reduction, Prevention and Resource Management:-

Seek opportunities, beyond compliance requirements, for reducing risk to the environment, establish and meet our own quality standards where employee management systems and procedures are specifically designed to prevent activities and/or conditions that may pose a threat to the environment. Looking for ways to minimize risk and protect our employees and the communities in which we operate by employing clean technology, including safe technologies and operating procedures, as well as being prepared for emergencies.

Strive to minimize releases to the air, land or water through use of cleaner technologies and the safer Handling. Minimize the amount and toxicity of waste generated and will ensure the safe treatment and disposal of waste. Manage scarce resources such as water, energy, land and forests in an environmentally sensitive manner.

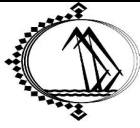
Communication:-

Communicate our commitment to our employees, vendors and customers. Solicit their inputs in meeting our EMS goals.

Continuous Improvement:-

Continuously measure our progress. We will review our progress at least on an annual basis. Continuously seek opportunities to improve our adherence to these principles and will periodically report progress to our stakeholders. Comply the requirement of International Standards for continual improvement.

**(Shri S. K. Mehta, IFS)
Chairperson**



DEENDAYAL PORT AUTHORITY

Objectives of Citizens Charter:

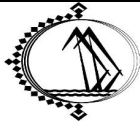
Our convention is to define Quality Goals and targets on Project Basis and to review the actual performance with respect to these yearly goals and targets.

- ▮ To provide our Clientele, efficient and economical Port services. To render value for money and value added services to our Customers, to their utmost satisfaction
- ▮ To create facilities of international standards, and facilitate quicker turnaround of vessels.
- ▮ To maintain peaceful industrial relations by recognizing our workforce as an asset and develop them to adopt to the changing Port scenario.
- ▮ To participate in social development by contributing to the society at large.
- ▮ To be Environment friendly.

Facilities available at Port:

The following facilities are available at Deendayal Port Authority

- Navigational Facilities
- Appropriate Infrastructure
- Chemical & Liquid Handling Complex
- Storage Facilities
- Container Handling Facilities
- Wharf Cranes
- Off-Shore Oil Terminal(OOT)-Vadinar
- HMC/Floating Crane for handling gearless vessel/Stream Handling Facility.



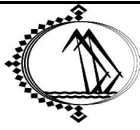
DEENDAYAL PORT AUTHORITY

Services standards are as follows based on working days

Services by Traffic Department

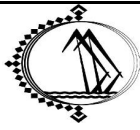
* Average Time taken after based on submission of prescribed documents complete in all respects.

Sr. No.	Main Services	Timelines*	Officer Responsible for delivery of services	Contact details of the officer
1	Allotment of Berths	1 Day	Traffic Manager	Shri. G.R.V. Prasada Rao Mob No. 9666107773 Email-id- trafficmanager@deendayalport.gov.in tmkpt123@gmail.com
2	Registration of Port users	7 Days after compliance of all documents	Asstt. Traffic Manager(G)	Kum. Deeksha Rajpurohit Mob No. 96607 71294 Email Id – deeksha.rajpurohit@deendayalport.gov.in
3	Wharfage Noting	24 hrs after uploading in PCS 1x portal	Automated System	NA
4	Allotment of Dock Labour Gangs	3 hours	Asstt. Administrative Officer, CHD	Shri Vedruchi Acharya Tel No. 270423 Mob No. 98985 79077



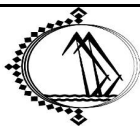
DEENDAYAL PORT AUTHORITY

5	Allotment of Storage Spaces (Rental /Transit)	1 Day	ATM (W/H) for Covered Space ATM(R/P) for rental plots ATM(Operations) on Transit Account	Shri M.N. Parmar, Mob No. 94283 10081 Email Id- kptry@gmail.com Shri D.D. Maheswari Mob No. 98257 36375 Email Id- ddmaheshwari@deendayalport.gov.in Shri D M Thakore Mob No. 99795 67878 Email Id- dilipkumar.thakore@gmail.com
6	Issue/Renewal of Authorization Permission to sign various documents	7 Days after compliance of all documents	Asstt. Traffic Manager (G)	Kum. Deeksha Rajpurohit Mob No. 9660771294 Email Id – deeksha.rajpurohit@deendayalport.gov.in
7	Processing of Wharfage Refunds	10 Days after compliance of all documents	A.T.M. (Operations)	Shri D M Thakore Mob No. 99795 67878 Email Id- dilipkumar.thakore@gmail.com



DEENDAYAL PORT AUTHORITY

8	Issue of Photography permission	1 Day	Asstt. Traffic Manager (G)	Shri Tushar Patel Mob No. 99742 29473 Email id- tushar.patel@deendayalport.gov.in
9	Issue of Over Turn Receipts (OTRs)	7 days after compliance of all documents	ATM (Operations)	Shri D M Thakore Mob No. 99795 67878 Email Id- dilipkumar.thakore@gmail.com
10	Processing the application for Issue / Renewal of Stevedoring Licenses for approval of Chairperson	02 months	Asstt. Traffic Manager(G)	Kum. Deeksha Rajpurohit Mob No. 96607 71294 Email Id – deeksha.rajpurohit@deendayalport.gov.in
11	Release of Collateral & Bank Guarantees furnished by Contractors & Vendors	7 Days	Asstt. Traffic Manager(G)	Shri Tushar Patel Mob No. 99742 29473 Email id- tushar.patel@deendayalport.gov.in
12	Reply to representations/ applications/ complaints received	15 Days	Asstt. Traffic Manager(G)	Shri Tushar Patel Mob No. 99742 29473 Email id- tushar.patel@deendayalport.gov.in
13	Replies to letters received from MPs/ MLAs / Minister / Leader of Opposition etc (Common For all departments)	15 Days	Traffic Manager	Shri. G.R.V. Prasada Rao Mob No. 9666107773 Email-id- trafficmanager@deendayalport.gov.in tmkpt123@gmail.com



DEENDAYAL PORT AUTHORITY

Services by Finance Department

*Average Time taken after based on submission of prescribed documents complete in all respects.

Sl. No.	Main Services	Timelines*	Officer Responsible for delivery of services	Contact details of the officer
1	Issuances of Bills to users/Customers	7 Days (after receipt of all relevant documents in order)	Senior Accounts Officer(CDC)	Shri JigarThakkar Mob. No.- 75748 94392 Tel No. (02836) 270272 Email: jigar.thakkar@deendayalport.gov.in
2	Payment to users, vendors, contractors & consultants through cheque/RTGS/NEFT/ (other than final bills of contractors)	10 working days after receipt of all relevant documents in order	Accounts Officer(Cash)	Shri Gopal Sharma Mob. No.- 98248 48252 Tel No. (02836) 221237 Email: aaocash@deendayalport.gov.in
3	Reply to representations/ Applications/ Complaints Received	30 Days	Assistant Accounts Officer(Central)	Shri Dilip K. Shahani Mob. No.- 98989 81800 Tel No. (02836) 235242 Email: aocentral@deendayalport.gov.in
4	Release of Collateral Securities & Bank Guarantees furnished by contractors & vendors	7 days working days after receipt of all relevant documents in order	Assistant Accounts Officer(Works Audit)	Shri Prakash G. Shahdapuri Mob. No.- 98244 82600 Tel No. (02836)-221648 Email: prakash.shahdadpuri@deendayalport.gov.in
5	Refund of excess deposit of Marine Charges/Cargo Related Charges	10 days (after receipt of all relevant document in order)	Senior Accounts Officer(CDC)	Shri Jigar Thakkar Mob. No.- 75748 94392 Tel No. (02836)-270272 Email: jigar.thakkar@deendayalport.gov.in
6	Clearing of Transfer of Land Cases	4 days	Assistant Accounts	Ms. Neeta Harani Mob. No.- 98255 63291



DEENDAYAL PORT AUTHORITY

			Officer(Cost)	Tel No. (02836)-221308 Email: aaocost@deendayalport.gov.in
7	Replies to letters received from MPs/MLAs/Minister/ Leader of Opposition etc. (Common for all Departments)	7 Days	FA&CAO, Office of the FA&CAO A.O. Building, Gandhidham	Shri B. Bhagyanath Mob. No.- 95260 62088 Tel No. (02836) 233174 Email: facao@deendayalport.gov.in



DEENDAYAL PORT AUTHORITY

Services by Medical Department

* Average Time taken after based on submission of prescribed documents complete in all respects.

Sr. No.	Main Services	Timelines*	Officer Responsible for delivery of services	Contact details of the officer
1	Forwarding the payment bills of referrals hospital to Finance Department	Within 30 Days after receipt of complete bill from the Hospitals	Chief Medical Officer, Port Hospital, Gopalpuri	Dr. Anil J. Chellani Tel No. (02836)-225767, 234113 Mob No. 98255 05796 Email Id- cmo@deendayalport.gov.in
2	Forwarding the payment bills of consultant/visiting doctors to Finance department.	10 Days	Chief Medical Officer, Port Hospital, Gopalpuri	Dr. Anil J. Chellani Tel No. (02836)-225767, 234113 Mob No. 98255 05796 Email Id- cmo@deendayalport.gov.in
3	Replies to letters received from MPs/MLAs / Minister / Leader of Opposition etc. (Common for all departments)	7 Days	Chief Medical Officer, Port Hospital, Gopalpuri	Dr. Anil J. Chellani Tel No. (02836)-225767, 234113 Mob No. 98255 05796 Email Id- cmo@deendayalport.gov.in
4	Reply to representations/ applications/ complaints received	15 Days	Chief Medical Officer, Port Hospital, Gopalpuri	Dr. Anil J. Chellani Tel No. (02836)-225767, 234113 Mob No. 98255 05796 Email Id- cmo@deendayalport.gov.in

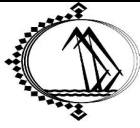


DEENDAYAL PORT AUTHORITY

Services by Mechanical Engineering Department

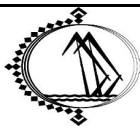
* Average Time taken after based on submission of prescribed documents complete in all respects.

Sl.no.	Main services	Timelines	Officer responsible for delivery of services in the respective areas	Contact details of the officer
1	Registration of vendors	3 months from the receipt of application and document in the section	Executive Engineer (E)	Shri D.K. Hazra Tel No. (02836) 270209 Mob No. 98252 27048 Email id: xen_e@deendayalport.gov.in
2	Hiring of Dry Dock	Subject to vacancy of slot	Suprintending Engineer (M)	Shri Manipuspak Sethi Mob No. 94371 02351 Email id: sem@deendayalport.gov.in
3	Release of LT power supply	1-month subject to compliance of all required formalities and the point should be within 30 mtrs. From the point of supply	Executive Engineer (E)	Shri D.K. Hazra Tel No. (02836) 270209 Mob No. 98252 27048 Email id: xen_e@deendayalport.gov.in
4	Disconnection of Power supply	15 days after receipt of application and payment of full and final bill amount whichever is later	Executive Engineer (E)	Shri D.K. Hazra Tel No. (02836) 270209 Mob No. 9825227048 Email id: xen_e@deendayalport.gov.in
5	Processing of RA bills of the Contractors and bills of vendors, suppliers and	30 days	Executive Engineer (E)	Shri D.K. Hazra Tel No. (02836) 270209 Mob No. 9825227048 Email id: xen_e@deendayalport.gov.in



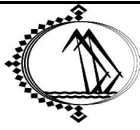
DEENDAYAL PORT AUTHORITY

	consultants (other than final bills of contractors)		Superintending Engineer(Mech.)	Shri Manipushpak Sethi Mob No. 94371 02351 Email id: sem@deendayalport.gov.in
			Dy. CME & CME(I/C)	Shri S.C. Nahak Tel No. (02836) 220636 Mob No. 98252 35196 Email id: dycme@deendayalport.gov.in
			Dy. Material Manager	Shri Rajesh Roat Mob No. 98256 92785 Email id: rajesh.roat@deendayalport.gov.in
			Asst. Executive Engineer (M)	Shri Aman Imran B. Mob No. 93772 01085 Email id: aenprojectsdpt@deendayalport.g ov.in
			Asst. Executive Engineer (M)	Shri H. G. Makwana Mob No. 98256 62383 Email id: Himmatmakwana20@gmail.com
			Asst. Executive Engineer (E)	Shri Chitrang Vyas Mob. No. 78747 30057 Email id: ckv.dpt@gmail.com
			Executive Engineer (E)	Shri D.K. Hazra Tel No. (02836) 270209 Mob No. 98252 27048 Email id: xen_e@deendayalport.gov.in
6	Processing of final bills of contractors	30 days	Superintending Engineer(Mech.)	Shri Manipushpak Sethi Mob No. 9437102351 Email id: sem@deendayalport.gov.in



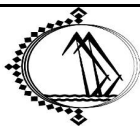
DEENDAYAL PORT AUTHORITY

			Dy. CME & CME(I/C)	Shri S.C. Nahak Tel No. (02836) 220636 Mob No. 98252 35196 Email id: dycme@deendayalport.gov.in
			Asst. Executive Engineer (M)	Shri Aman Imran B. Mob No. 93772 01085 Email id: aenprojectsdpt@deendayalport.gov.in
			Asst. Executive Engineer (M)	Shri Aman Imran B. Mob No. 93772 01085 Email id: aenprojectsdpt@deendayalport.gov.in
			Asst. Executive Engineer (E)	Shri Chitrang Vyas Mob No. 78747 30057 Email id: ckv.dpt@gmail.com
7	Release of Security Deposit submitted in form of D.D./B.G.	30 days	Executive Engineer (E)	Shri D.K. Hazra Tel No. (02836) 270209 Mob No. 98252 27048 Email id: xen_e@deendayalport.gov.in
			Superintending Engineer(Mech.)	Shri Manipushpak Sethi Mob No. 94371 02351 Email id: sem@deendayalport.gov.in
			Dy. CME & CME(I/C)	Shri S.C. Nahak Tel No. (02836) 220636 Mob No. 98252 35196 Email id: dycme@deendayalport.gov.in
			Dy. Materials Manager	Shri Rajesh Roat Mob No. 98256 92785 Email id: rajesh.roat@deendayalport.gov.in
8	Reply to representations	30 days subject to genuine	Executive Engineer (E)	Shri D.K. Hazra Tel No. (02836) 270209



DEENDAYAL PORT AUTHORITY

	/ applications / complaints received	representation / complaint / application		Mob No. 98252 27048 Email id: xen_e@deendayalport.gov.in
			Superintending Engineer(Mech.)	Shri Manipushpak Sethi Mob No. 94371 02351 Email id: sem@deendayalport.gov.in
			Dy. CME & CME(I/C)	Shri S.C. Nahak Tel No. (02836) 220636 Mob No. 98252 35196 Email id: dycme@deendayalport.gov.in
			Dy. Materials Manager	Shri Rajesh Roat Mob No. 98256 92785 Email id: rajesh.roat@deendayalport.gov.in
9	Replies to letters received from MPs / MLAs / Minister /Leader of Opposition etc. (Common for all departments)	7 days	Chief Mechanical Engineer(I/c), 1 st Floor, P&C Building, New Kandla	Shri S.C. Nahak, Tel No. (0286) 220636 Fax No. (02836) 270184 Mob No. 98252 35196 Email id: dycme@deendayalport.gov.in cme@deendayalport.gov.in



DEENDAYAL PORT AUTHORITY

□ Services by Civil Engineering Department

* Average Time taken after based on submission of prescribed documents complete in all respects.

Sr. No.	Main Services	*Timelines	Officer Responsible for delivery of services	Contact details of the officer
1	Registration of Vendors	60 Days	Chief Engineer	Shri R. Murugadoss Tel No. (02836) 223982 Mob No. 98252 27243 Email Id- ce@deendayalport.gov.in
2	Replies to letters received from MPs/ MLAs/ Minister/ VIP Reference/ Trade Union/ Leader of Opposition, etc.	07 Days	Executive Engineer (Road, Estate-Gandhidham Township)	Shri Hemant Bhaskar Mobile No. 97183 13460 Email Id- see@deendayalport.gov.in, hemant.bhaskar@deendayal.gov.in
			Superintending Engineer (Project, Pipeline, EMC, PIC and Arbitration matters BOT/PPP)	Shri B. Rajendra Prasad Mobile No. 97277 54360 Email Id- rajendra.prasad@deendayalport.gov.in
			Superintendent Engineer (Harbour, Hydraulic & Dredging, Kandla Land)	Shri Srinivasa Rao Mob No. 94272 51059 Email Id- seh@deendayalport.gov.in , sriniwas.rao@deendayalport.gov.in
			Executive engineer (Harbour)	Shri Mahesh R. Makhijani Mobile No. 96381 44900 Email id – Mahesh.makhijani@deendayalport.gov.in
			Executive Engineer (TD) (CSR and Removal of	Shri Manoj Gohel Mobile No. 98795 14129 Email id –



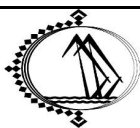
DEENDAYAL PORT AUTHORITY

			Encroachments)	xentd@deendayalport.gov.in manoj.gohel@deendayalport.gov.in
			Executive Engineer (C-I)	Shri Rajesh J. Meghani Mobile No. 87586 59669 Email id – Rajesh.meghani@deendayalport.gov.in
3	Replies to Representations/ Complaints, Applications received	30 Days	Engineering Department (TPA to CE)	Shri Suresh Thacker Mobile No. 94299 48190 Email Id - tpa@deendayalport.gov.in suresh.thakkar@deendayalport.gov.in
			Engineering Department (PA to CE)	Shri Sanjay Mehta TelNo. (02836)220050 Mobile No. 94280 32486 EmailId - pace@deendayalport.gov.in
			Superintending Engineer (Design, BOT, PPP, Construction, SIPC)	Shri K J Todarmal Mobile No. 89800 49099 Email Id - sed@deendayalport.gov.in kishor.todarmal@deendayalport.gov.in supdtengr_c1@deendayalport.gov.in
			Superintending Engineer(Project, EMC, Pipeline)	Shri B. Rajendra Prasad Mobile No. 97277 54360 Email id - rajendra.prasad@deendayalport.gov.in
			Superintending Engineer (Kandla land, Harbour and H&D)	Shri Srinivas Rao Mobile No. 94272 51059 Email id - srinivas.rao@deendayalport.gov.in seh@deendayalport.gov.in
			Executive Engineer(TD)	Shri Manoj Gohel Mobile No. 98795 14129



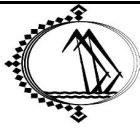
DEENDAYAL PORT AUTHORITY

				Email id- xentd@deendayalport.gov.in manoj.gohel@deendayalport.gov.in
			Executive Engineer (Estate - Gandhidham Township, Road div.)	Shri Hemant bhaskar Mobile No. 97183 13460 Email Id- Hemant.bhaskar@deendayal.gov.in xenr@deendayalport.gov.in
4	Processing of bills of the Contractors and bills of vendors, suppliers and consultants (Other than final bills of contractors)	20 days	Superintending Engineer (Kandla Land, Harbour & H&D)	Shri Srinivasa Rao Mobile No. 94272 51059 EmailId- seh@deendayalport.gov.in sriniwas.rao@deendayalport.gov.in
			Superintending Engineer (Project, Pipeline, EMC, PIC and Arbitration matters BOT/PPP)	Shri B. Rajendra Prasad Mobile No. 97277 54360 Email Id- rajendra.prasad@deendayalport.gov.in
			Superintendent Engineer (Harbour, Hydraulic & Dredging, Construction-I)	Shri Srinivasa Rao Tel No. (02836)270266 Mobile No. 94272 51059 EmailId- seh@deendayalport.gov.in sriniwas.rao@deendayalport.gov.in
			Executive engineer (TD) (CSR and Removal of Encroachments)	Shri Manoj Gohel Mobile No. 98795 14129 Email id – xentd@deendayalport.gov.in manoj.gohel@deendayalport.gov.in
			Superintending Engineer (Design, BOT, PPP, Construction & SIPC)	Shri K.J. Todarmal Mobile No. 8980049099 Email Id- sed@deendayalport.gov.in kishor.todarmal@deendayalp



DEENDAYAL PORT AUTHORITY

				ort.gov.in supdtengr_c1@deendayalport.gov.in see@deendayalport.gov.in
			Executive Engineer (Road & Gandhidham Township)	Shri Hemant Bhaskar Mobile No. 97183 13460 EmailId- xenr@deendayalport.gov.in Hemant.bhaskar@deendayal.gov.in
5.	Issue of Transfer Permission	30 days	Executive Engineer (Gandhidham Land)	Shri Hemant Bhaskar Mobile No. 97183 13460 EmailId- see@deendayalport.gov.in Hemant.bhaskar@deendayal.gov.in
		90 days	Superintending Engineer (Kandla Land)	Shri Srinivas Rao Mobile No. 94272 51059 EmailId- see@deendayalport.gov.in sriniwas.rao@deendayalport.gov.in
6.	Issue of Mortgage Permission	45 days	Executive Engineer (Gandhidham Land)	Shri Hemant Bhaskar Mobile No. 97183 13460 EmailId- see@deendayalport.gov.in, Hemant.bhaskar@deendayal.gov.in
7.	Issue of Mutation Permission	45 days	Executive Engineer (Gandhidham Land)	Shri Hemant Bhaskar Mobile No. 97183 13460 EmailId- see@deendayalport.gov.in, Hemant.bhaskar@deendayal.gov.in
8.	Issue of Ownership Letter	15days	Executive Engineer (Gandhidham Land)	Shri Hemant Bhaskar Mobile No. 9718313460 EmailId- see@deendayalport.gov.in, Hemant.bhaskar@deendayal.gov.in



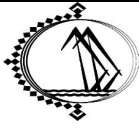
DEENDAYAL PORT AUTHORITY

9.	Allotment of Land on Leave and License /Temporary Basis	1 month	Superintending Engineer (Kandla Estate)	Shri Srinivas Rao Mobile No. 94272 51059 EmailId- see@deendayalport.gov.in, sriniwas.rao@deendayalport.gov.in
		1 month	Executive Engineer (Gandhidham Land)	Shri Hemant Bhaskar Mobile No. 9718313460 EmailId- see@deendayalport.gov.in Hemant.bhaskar@deendayal.gov.in
10.	Allotment by way of Auction of Plots (i). On Leave and License Basis	6 months	Superintending Engineer (Kandla Land)	Shri Srinivas Rao Mobile No. 94272 51059 EmailId- see@deendayalport.gov.in sriniwas.rao@deendayalport.gov.in
	(ii).On Long term Basis	6 months	Superintending Engineer (Kandla Estate)	Shri Srinivas Rao Mobile No. 94272 51059 EmailId- see@deendayalport.gov.in sriniwas.rao@deendayalport.gov.in
11.	Renewal of leases	1 year	Superintending Engineer (Kandla Estate)	Shri Srinivas Rao Mobile No. 94272 51059 EmailId- see@deendayalport.gov.in sriniwas.rao@deendayalport.gov.in
12.	Release of Collateral Securities and Bank Guarantees furnished by contractors and vendors	30 days	Executive Engineer (Estate- Gandhidham Township, Road)	Shri Hemant Bhaskar Mobile No. 97183 13460 EmailId- see@deendayalport.gov.in Hemant.bhaskar@deendayal.gov.in
			Superintending	Shri K. Srinivasa Rao Tel No. (02836)220038



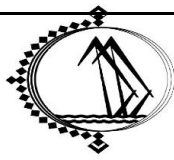
DEENDAYAL PORT AUTHORITY

			Engineer (Kandla Land, Harbour, H&D)	Mobile No. 94272 51059 Email Id- seh@deendayalport.gov.in sriniwas.rao@deendayalport. gov.in
			Superintending Engineer (Project, Pipeline, EMC, PIC and Arbitration matters BOT/PPP)	Shri B. Rajendra Prasad Mobile No. 97277 54360 Email Id- rajendra.prasad@deendayal port.gov.in
			Executive engineer (TD) (CSR and Removal of Encroachments)	Shri Manoj Gohel Mobile No. 98795 14129 Email id – xentd@deendayalport.gov.in manoj.gohel@deendayalport .gov.in
			Superintending Engineer (Design, BOT, PPP, Construction, SIPC)	Shri K.J. Todarmal Mobile No. 89800 49099 Email Id- sed@deendayalport.gov.in kishor.todarmal@deendayalp ort.gov.in
			Executive Engineer (C-I)	Shri Rajesh J. Meghani Mobile No. 87586 59669 Email id – Rajesh.meghani@deendayalpo rt.gov.in
13.	Conversion from Leasehold to Freehold	90 days	Executive Engineer (Estate)	Shri Hemant Bhaskar Mobile No. 97183 13460 Email Id- see@deendayalport.gov.in Hemant.bhaskar@deendayal gov.in
14	Legal heir mutation/probate based mutation	30 days	Executive Engineer (Estate)	Shri Hemant Bhaskar Mobile No. 97183 13460 Email Id- see@deendayalport.gov.in Hemant.bhaskar@deendayal gov.in



DEENDAYAL PORT AUTHORITY

15	Execution of deeds	45 days	Executive Engineer (Estate)	Shri Hemant Bhaskar Mobile No. 97183 13460 Emaild- see@deendayalport.gov.in Hemant.bhaskar@deendayal gov.in
----	--------------------	---------	--------------------------------	--

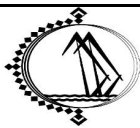


DEENDAYAL PORT AUTHORITY

Services by Marine Department

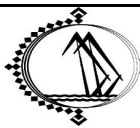
* Average Time taken after based on submission of prescribed documents complete in all respects.

Sr.No.	Main Services	Timelines*	Officer Responsible for delivery of services	Contact details of the officer
1	Tugs/Floating Crafts for Hire in case of any emergency	12 hrs	Deputy Conservator	Capt. Pradeep Mohanty Tel No (02836) 233585 Email Id- dyconservator@deendayalport.gov.in Mobile No. 96031 23449
2	Berthing / Unberthing / Shifting of Vessels	12 hrs.	Harbour Master	Capt.Lalji Ram Meena Tel No. (02836) 270201, 270047 Mobile No. 89767 41054 Email Id- harbourmaster@deendayalport.gov.in
3	Ship Arrival Registration	6 hrs.	Harbour Master	Capt.Lalji Ram Meena Tel No. (02836) 270201, 270047 Mobile No. 89767 41054 Email Id- harbourmaster@deendayalport.gov.in
4	Grant of NOC to vessels	6 hrs.	Harbour Master	Capt.Lalji Ram Meena Tel No. (02836) 270201, 270047 Mobile No. 89767 41054 Email Id- harbourmaster@deendayalport.gov.in



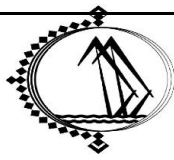
DEENDAYAL PORT AUTHORITY

5	Issue of various licenses such as (a) Sludge License(15 days) (b) Garbage removal License(15 days) (c) Harbour Craft License(15days)	30 days	Deputy Conservator	Capt. Pradeep Mohanty Tel No (02836) 233585 Email Id- dyconservator@deendayalport.gov.in Mobile No. 96031 23449
6	Processing of bills of the Contractors and bills of vendors, suppliers and consultants (Other than final bills of contractors)	10 days	Deputy Conservator	Capt. Pradeep Mohanty Tel No (02836) 233585 Email Id- dyconservator@deendayalport.gov.in Mobile No. 96031 23449
7	Processing of Final Bills of the Contractors	30 days	Deputy Conservator	Capt. Pradeep Mohanty Tel No (02836) 233585 Email Id- dyconservator@deendayalport.gov.in Mobile No. 96031 23449
			Harbour Master	Capt.Lalji Ram Meena Tel No. (02836) 270201 , 270047 Mobile No. 89767 41054 Email Id- harbourmaster@deendayalport.gov.in
8	Release of Collateral Securities & Bank Guarantees furnished by Contractors & Vendors	7 days	Deputy Conservator	Capt. Pradeep Mohanty Tel No (02836) 233585 Email Id- dyconservator@deendayalport.gov.in Mobile No. 9603123449



DEENDAYAL PORT AUTHORITY

			Harbour Master	Capt.Lalji Ram Meena Tel No. (02836) 270201 , 270047 Mobile No. 8976741054 Email Id- harbourmaster@deendayalport.gov.in
9	Reply to representations / applications / complaints received Replies to letters received from MPs/ MLAs / Minister / Leader of Opposition etc.	20 days	Deputy Conservator	Capt. Pradeep Mohanty Tel No (02836) 233585 Email Id- dyconservator@deendayalport.gov.in Mobile No. 96031 23449
		07 days	Harbour Master	Capt.Lalji Ram Meena Tel No. (02836) 270201, 270047 Mobile No. 89767 41054 Email Id- harbourmaster@deendayalport.gov.in
10	Replies to letters received from MPs/ MLAs / Minister / Leader of Opposition etc.	07 days	Deputy Conservator	Capt. Pradeep Mohanty Tel No (02836) 233585 Email Id- dyconservator@deendayalport.gov.in Mobile No. 9603123449
			Harbour Master	Capt.Lalji Ram Meena Tel No. (02836) 270201 , 270047 Mobile No. 8976741054 Email Id- harbourmaster@deendayalport.gov.in

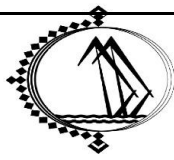


DEENDAYAL PORT AUTHORITY

Services Provided by General Administration Department

*Total Average Time taken after, based on submission of prescribed documents complete in all respects.

Sr. No.	Main Services	Timelines*	Officer Responsible for delivery of services	Contact details of the officer
1	a) Processing of Bills of Port Hired Vehicle(small)	30 days	Law Officer	Shri Prayag Piyush Mob. No. 97123 41380 Tel No. (02836) 231369 Email Id- lawofficer@deendayalport.gov.in
	b) Processing of Bills of Hired Buses	30 days	Personnel Officer	Shri Ravi Maheshwari Mobile No. 94267 37553 Tel No. (02836)230072 Email Id- ravi.maheshwari@deendayalport.gov.in
2	Replies to letters received from MPs / MLAs / Minister/Leader of Opposition etc.	7 days	Secretary	Shri C. Harichandran Mob. No. 70368 68889 Tel No. (02836) 220167 Email Id- secretary@deendayalport.gov.in
3	Allotment of Sardar Vallabhbhai Patel, Auditorium, Open Area behind SVP Auditorium, Sports Complex, Staff Club and Officers Club, Gopalpuri	15 days	Labour Officer	Shri A.B. Pradhan Mobile No. 95865 45289 Tel No. (02836)230072 Email Id- labourofficer@deendayalport.gov.in

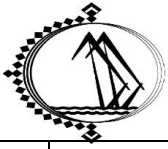


DEENDAYAL PORT AUTHORITY

□ Services Provided by OOT-Vadinar

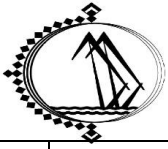
*Total Average Time taken after, based on submission of prescribed documents complete in all respects.

Sr. No.	Main Services	Timelines*	Officer Responsible for delivery of services	Contact details of the officer
1	Allotment of Berths	1 Day	COM	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 02833-257301 Mob No.- 96031 23449
2	Registration of Port users	7 Days	COM	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 02833-257301 Mob No.- 96031 23449
3	Allotment of Storage Spaces (Rental)	90 Days	E.E.(Civil)	Shri Vikash A.C. Email Id- eecivil.oot@deendayalport.gov.in Tel No.- 02833-257334 Mob No.- 97425 01353
6	Issue / Renewal of Authorization/ Permission to sign various documents	7 Days	COM	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 02833-257301 Mob No.- 96031 23449
7	Issue of Photography Permission	1 Day	COM	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 02833-257301 Mob No.- 96031 23449
8	Release of Collateral Securities & Bank Guarantees furnished by contractors / vendors	7 Days	COM	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 0288-2573001 Mob No.- 96031 23449



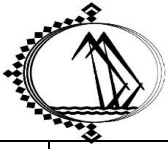
DEENDAYAL PORT AUTHORITY

9	Reply to representations/ applications / complaints received	30 Days	COM	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 02833-257301 Mob No.- 96031 23449
10	Replies to letters received from MPs/ MLAs / Minister / Leader of Opposition etc.	7 Days	COM	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 02833-257301 Mob No.- 96031 23449
11	Issuance of Bills to users / Customers	7 Days	AO (OOT)	Shri Nagendra Sharma Email Id- ao.oot@deendayalport.gov.in Tel No.- 02833-257308 Mob No.- 99789 61517
12	Payments to users, vendors, contractors & consultants through Cheque / RTGS / NEFT (Other than final bills of contractors)	10 working days after receipt of all relevant documents in order	AO(OOT)	Shri Nagendra Sharma Email Id- ao.oot@deendayalport.gov.in Tel No.- 02833-257308 Mob No.- 99789 61517
13	Refund of excess deposit of Marine Charges / Cargo Related Charges	10 working days after receipt of all relevant documents in order	AO(OOT)	Shri Nagendra Sharma Email Id- ao.oot@deendayalport.gov.in Tel No.- 02833-257308 Mob No.- 99789 61517
14	Forwarding the payment bills of referrals hospital to concerned departments of the employees	15 Days	MO(Contract)	Dr. Ravindra Bhara Email Id- mo.oot@deendayalport.gov.in Tel No. 02833 -25730 Mobile: 95129 87008
15	Forwarding the payment bills of consultant/ visiting doctors to	20 Days	MO	Dr. Ravindra Bhara Email Id- mo.oot@deendayalport.gov.in



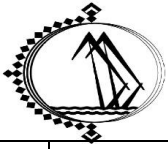
DEENDAYAL PORT AUTHORITY

	finance department.			Tel No. 02833 -25730 Mobile: 95129 87008
16	Release of LT Power Supply	1 month subject to compliance of all required formalities and point being within 30 Mtrs. from the point of supply.	E E (M&E)/E&C)	Shri. Suryakant K. Tel No.- 028833 -257335 Mob No.- 97423 01080 Email Id- xem-em@deendayalport.gov.in
17	Disconnection of Power supply	15 Days after receipt of application and payment of full and final bill amount whichever is later	E E (M&E)	Shri. Suryakant K. Tel No.- 028833 -257335 Mob No.- 97423 01080 Email Id- xem-em@deendayalport.gov.in
18	Processing of RA bills of the Contractors and bills of vendors, suppliers and consultants (Other than final bills of contractors)	20 Days	M.E.-Gr-I, E.E.(Civil), E.E.(M&E)	Shri. Narendra Naik M.E. Gr-I Email id- megr1.oot@deendayalport.gov.in Tel No. 02833 – 257333 Mob No. 99791 26681 Shri Vikash A.C. Email id- eecivil.oot@deendayalport.gov.in Tel No. 02833-257334 Mob No.- 974250 1353 Shri. Suryakant K. Tel No.- 028833 -257335 Mob No.- 97423 01080 Email Id- xem-em@deendayalport.gov.in



DEENDAYAL PORT AUTHORITY

19	Processing of Final Bills of the Contractors	20 Days	M.E.-Gr-I, E.E.(Civil), E.E.(M&E)	<p>Shri. Narendra Naik M.E. Gr-I Email id- megr1.oot@deendayalport.gov.in Tel No. 02833 – 257333 Mob No. 99791 26681</p> <p>Shri Vikash A.C. Email id- eecivil.oot@deendayalport.gov.in Tel No.-02833-257334 Mob No.- 97425 01353</p> <p>Shri. Suryakant K. Tel No.- 02833 -257335 Mob No.-97423 01080 Email Id- xem-em@deendayalport.gov.in</p>
20	Allotment of Land on Leave and License /Temporary Basis	1 Month	E.E.(Civil)	<p>Shri Vikash A.C. Email id- eecivil.oot@deendayalport.gov.in Tel No.-02833-257334 Mob No.- 97425 01353</p>
21	Allotment by way of Auction of Plots (i). On Leave and License basis	6 Months	E.E.(Civil)	<p>Shri Vikash A.C. Email id- eecivil.oot@deendayalport.gov.in Tel No.- 02833-257334 Mob No.- 97425 01353</p>
	(ii) On Long term Basis	6 months	E.E.(Civil)	<p>Shri Vikash A.C. Email id- eecivil.oot@deendayalport.gov.in Tel No.- 02833-257334 Mob No.- 97425 01353</p>
22	Renewal of leases	1 Year	E.E.(Civil)	<p>Shri Vikash A.C.</p>



DEENDAYAL PORT AUTHORITY

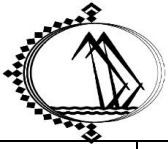
				Email id- eecivil.oot@deendayalport.gov.in Tel No.- 02833-257334 Mob No.- 97425 01353
23	Tugs/Floating Crafts for Hire	12 hrs	ME(Gr.I)	Shri. Narendra Naik M.E. Gr-I Email id- megr1.oot@deendayalport.gov.in Tel No. 02833 – 257333 Mob No. 99791 26681
24	Berthing / Unberthing / Shifting of Vessels	12 hrs.	ME(Gr.I)	Shri. Narendra Naik M.E. Gr-I Email id- megr1.oot@deendayalport.gov.in Tel No. 02833 – 257333 Mob No. 99791 26681
25	Issue of various licenses such as (a) Sludge License (15 days) (b) Garbage removal License (15 days) (c) Harbour Craft License	30 days	Deputy Conservator	Capt. Pradeep Mohanty Email Id- com@deendayalport.gov.in Tel No.- 02833-257301 Mob No.- 96031 23449
26	(a) Processing of Bills of Port Hired Vehicle (small) (b) Processing of Bills of Hired Buses	30 days	E.E.(M&E),	Shri. Suryakant K. Tel No.- 02833 -257335 Mob No.- 97423 01080 Email Id- xem-em@deendayalport.gov.in
27	Allotment of Staff Club Premises, and Open Area at Vadinar	15 days	E.E.(Civil)	Shri Vikash A.C. Email id- eecivil.oot@deendayalport.gov.in Tel No.- 02833-257334 Mob No.- 97425 01353



DEENDAYAL PORT AUTHORITY

List of Stakeholders and Clients

S. No	Stakeholders / Clients
01	Ministry of Shipping, Govt. of India/ BOT Operators
02	MPs/MLAs/Leaders of Opposition & other political leaders
03	Custom House, New Kandla
04	State Government & its various departments
05	Port Users (Vessel Agents / Custom House Agents / Stevedores / Importers / Exporters/ Trade Licensees)
06	Tariff Authority for Major Ports
07	Dock Safety Inspectorate
08	Local Police Authorities / Investigative/ Intelligence agencies/ Weather Bureau
09	Local Municipality / Income Tax and Service Tax Department /Other Government Departments
10	Maritime Industries & Citizens of India
11	User associations like Deendayal Port Custom House Agents Association, Stevedores Association, Steamship agents association and association of particular cargoes
12	Gandhidham Chamber of Commerce and Industry
13	Chartered Accountants / Sales Tax / Service Consultants / Advocates / Consultants empanelled with us
14	Vendors/Suppliers/ Contractors registered with port / intending to work with port
15	Bankers / Referral Hospitals / Visiting Doctors / Part time specialists
16	SRC Ltd/ CISF
17	Masters of Vessels



DEENDAYAL PORT AUTHORITY

18	Assistant Labour Commissioner (Central), Regional Labour Commissioner (Central), Chief Labour Commissioner (Central), Inspector of Factories, DGFASLI etc.
----	--

GRIEVANCE REDRESSAL MECHANISM

The Grievance Redress Mechanism for Deendayal Port Authority covers the processes of receipt, redress, and prevention and also contains information in the following sections:

- i. Information on receipt
- ii. Communication to complainant
- iii. Time norms for redressal
- iv. Level of responsibility for Redress
- v. Analysis and prevention

In what follows, each process section is described briefly.

I. RECEIPT OF INFORMATION

Deendayal Port Authority has various sources for receipt of information on grievances.

- Personal Visit: Through Personal visit to grievance office of concerned department.
- Post: write to the Director, Grievances, P. O. Box No. 50, A. O. Building, Gandhidham- Kutch.
- Telephonic: Contact to Administration Department on 02836-220167, 230072.
- Suggestion/Complaint Box: Suggestions/Complaint Boxes are available at Office Buildings.
- Online through website: CPGRAMS portal for registration of your grievance on web.

Monthly Meeting for Personnel grievances with the Director of Public Grievances will be arranged on 1st Thursday of every month at the office of the Secretary, Deendayal Port Authority, from 4:00 PM to 5:00 PM.



DEENDAYAL PORT AUTHORITY

II. COMMUNICATION TO COMPLAINANT

STEP -1

The Secretary of Deendayal Port Authority will function as Director of Public Grievances.

At the time of acknowledgement, the office of the Secretary should provide the complainant the following information:

1. Unique grievance number to facilitate monitoring and reminders by complainants. This unique grievance number will be reflected in the all correspondence exchanged between the complainant and Port related to the specific grievance till it is closed. The complainant and the concerned Public Grievance Officers (PGO) should be instructed that the subject of the grievance and the unique grievance number should not be changed during the currency of the correspondence.
2. Expected time of redressal as mentioned in the Para (iv).
3. Contact details like email address, telephone no. and name of the concerned ;officer dealing with the subject of the grievance in case the complainant wishes to provide any additional information/particulars related to the grievance directly to the concerned dealing officer.
4. If not redressed within the expected time, action to be taken by the complainant.

STEP -2

The office of the Secretary will forward the details of the complaint along with the full address of the complainant and unique grievance number to the department specific Public Grievance Officer.

At the time of final redressal, the complainant should be provided with the following information by the office responsible for redressal of the grievances:

1. Action taken for redressal

If not satisfied with the redressal action, avenue for pursuing the matter further.



DEENDAYAL PORT AUTHORITY

Department wise Public Grievance Officers

Department	Name & Designation of the officer	Contact Details
Traffic Department	Shri G.R.V. Prasada Rao, Traffic Manager	Mobile No. 96661 07773 Email id- trafficmanager@deendayalport.gov. in tmkpt@gmail.com
Mechanical Engineering Dept.	Shri S.C. Nahak, CME(I/c)	Tel No. (02836) 220636 Mob No. 98252 35196 Email id- dycme@deendayalport.gov.in
Civil Engineering Dept.	Shri R. Murugadoss, Chief Engineer	Tel No. (02836) 233192 Mob No. 98252 27243 Email Id- ce@deendayalport.gov.in
General Administration Department	Shri Y.K. Singh, Senior Deputy Secretary	Mob. No. 98252 27079 Tel No. (02836) 221375 Email Id- srdysecretary@deendayalport.gov.in
Marine Department	Capt. Pradeep Mohanty, Deputy Conservator	Tel No (02836) 233585 Mob No. 96031 23449 Email Id- dyconservator@deendayalport.go v.in
Finance Department	Shri A. Krishnan, Sr. Dy. CAO	Tel No. (02836) 220214 Mob. No. 98252 27036 Email Id- srdycao@deendayalport.gov.in
Medical Department	Dr. Anil J. Chellani, Chief Medical Officer	Tel No. (02836)-225767, 234113 Mob. No. 98255 05796 Email Id- cmo@deendayalport.gov.in



DEENDAYAL PORT AUTHORITY

II Time norms for redressal

Sr. No.	Grievance category	Times norm for Redressal
1	Charter related grievances	90 days
2	Berthing policy	90 days
3	Storage Policy	90 days
4	CPGRAMS PORTAL GRIEVANCE	45 days

III Level of Responsibility for redressal





There will be levels of responsibility for redressal of each category of grievance and its time norms.

In case the grievance is not redressed at a particular defined level, then an avenue should be available to the complainant to approach the next higher authority.

The responsible officials at each level should alert their next superior official well in advance and in time if a grievance is likely to exceed the prescribed time norm.

The next higher authority should call for a report to redress escalated grievance and take appropriate action without the complainant having to repeatedly remind or pursue the issue.

Different Levels of Responsibility

-  Level 1 = Concerned Divisional Officer/ATMs
-  Level 2 = Concerned HODs
-  Level 3 = Director of Grievances
-  Level 4 = Chairperson/Dy. Chairperson



DEENDAYAL PORT AUTHORITY

THE TABLE FOR LEVEL OF RESPONSIBILITY FOR REDRESSAL:

Sr. No.	Type of complaint	Timeline for Level 1	Timeline for Level 2	Time line for level 3	Time line for level 4
1	Services included in Citizen's Charter	30 days	At the end of 30 days + 30 days	At the end of 60 days + 15 days	At the end of 90 days
2	Berthing Policy	30 days	At the end of 30 days + 30 days	At the end of 60 days + 15 days	At the end of 90 days
3	Storage policy	30 days	At the end of 30 days + 30 days	At the end of 60 days + 15 days	At the end of 90 days

Periodic Review

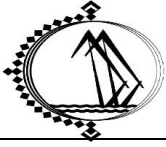
The Deendayal Port Authority has a system in place to call for monthly reports on grievance redressal from Responsibility centers. The report also contains information regarding the status of unaddressed/ unresolved grievances. DPA has automated the system of monthly report to automatically generate this information. All Departments can also consolidate the grievances redressed and pending at their own level on a monthly basis. The Director of Public Grievances of the Deendayal Port Authority would review the grievances pending at their own level and with the Responsibility centers periodically.



DEENDAYAL PORT AUTHORITY

Indicative Expectations from Service Recipients

Sr. No	Indicative Expectations from Service Recipients
01	Timely payment of prescribed port charges to ensure smooth delivery of services.
02	Submission of all the documents prescribed by the port duly complete in all respects.
03	Efficient and responsible utilization of Port Infrastructure.
04	Regular feedback on quality of service and suggestions for its improvements.
05	Co-operation / Co-ordination with various agencies connected with port operations.
06	Compliance of rules and regulations connected with port operations.
07	Users are expected to indent for equipment in advance and comply with procedures for timely supply.
08	Users shall Indent for Gangs in advance fulfilling formalities to enable timely deployment.
09	Users are expected to declare Expected Time of Arrival (ETA) / Expected Sailing Time (EST) of their vessels in advance to enable planning of berthing / unberthing / sailing movements.
10	The licensees shall ensure that all mandatory requirements are fulfilled as per the Load Restrictions / Cargo stacking instructions etc. issued from time to time.
11	Regularly visit to the web site.
12	Familiarize with the port procedures and contact appropriate official for obtaining the required service.
13	Advance information of visit, stay and purpose of visit is expected from the guests who wish to avail services of port guest house.
14	Compliance with the Port security requirements, carrying all requisite documents like photo ID proof like Driving License /Voters card / Passport / PAN Card or their duly notarized.



DEENDAYAL PORT AUTHORITY

15	Carry RC book of the vehicle entering port.
16	Comply with all safety instructions issued by the port management from time to time.

Month and Year for the next review of the Charter

JULY 2022

Ensuring the Compliances

The Citizen Charter has been developed with an objective of improving the quality of public service delivery system.