

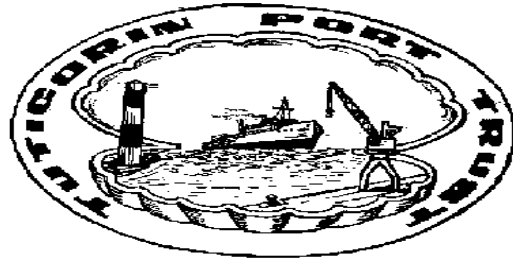
**TUTICORIN PORT TRUST
CITIZEN CHARTER**

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**TUTICORIN PORT TRUST
CITIZEN CHARTER**

Name of the Organisation with full Postal Address:-



TUTICORIN PORT TRUST

HARBOUR ESTATE

TUTICORIN-628 004

TAMIL NADU

INDIA

Telephone	:	(0461) 2352290 (50 lines)
Fax No.	:	0461-2352301
Telegraphic Code	:	PORTRUST
E-Mail	:	<u>info@tuticorinport.gov.in</u>
Website	:	<u>www.tuticorinport.gov.in</u>

TUTICORIN PORT TRUST CITIZEN CHARTER

2. Organisation Chart and Key Functionaries:-

- (1) **Chairman** :- Chairman appointed by Government of India is the authority controlling and co-ordinating the functions of the Departments of the Port.
- (2) **Deputy Chairman**:- Assists Chairman
- (3) **Secretary**: The Secretary, Tuticorin Port Trust has been nominated as Nodal Officer for Citizen Charter as well as the Director of Public Grievances of this Port.

Heads of Department:

- i) Traffic Manager** : Head of Traffic Department – Responsible for allotment of berth, monitoring cargo handling activities, providing storage space for cargo, arranging Port equipment to load/ unload cargo and authorising clearance of cargo.
- ii) Deputy Conservator**: Head of Marine Department – Responsible for conservancy of the Port, berthing, de-berthing, shifting and movement of vessels, Works relating to Navigational Aids, operation of floating crafts, pollution control, safety aspects, VHF Communication, providing fire service to meet contingencies, Meteorological Observatory and Weather Reports.
- iii) Chief Mechanical Engineer**: Head of Mechanical Engineering Department – Responsible for maintaining and operating various cargo handling appliances of the Port requisitioned by Traffic Department, provision of electricity to facilitate smooth operation of the Port, purchase of capital equipment for Navigation/cargo handling/container handling / electrical operations and procurement of stores required for Mechanical Engineering Department, custody of stores and disposal of the surplus and un-serviceable plant and stores of all the Department, maintenance of floating crafts and procurement of floating crafts. Maintenance of Telephone exchange and other communication equipments and maintenance of fixed fire fighting system.

- iv) Chief Engineer:** Head of Civil Engineering Department – Responsible for providing infrastructure and maintenance of wharf structures, warehouses, transit sheds, container yard, buildings, roads, dredging and marine survey.
- v) FA&CAO:** Head of Finance Department – Responsible for maintenance of accounts, finalisation and settlement of bills, budgeting and matters relating to scale of rates.
- vi) SECRETARY :** Head of Administration Department – Responsible for co-ordination with all Departments, Personnel matter including training activities, Board matters, assisting the Chairman/ Deputy Chairman in the matter of administration of the Port and looking after matters relating to CISF.
- vii) CHIEF MEDICAL OFFICER:** Head of Medical Department consisting of Main Hospital, Dispensary at Port Hospital and several First aid Centres. Responsible for the general administration personnel, Hospital Materials Management, and delivery of Medical services for the Port Community.
- viii) CHIEF VIGILANCE OFFICER:** Head of the Vigilance Department of the Port ensuring corruption free atmosphere in Port.
- ix) DEPUTY DIRECTOR:** In- charge of EDP and functioning under the direct control of Deputy Chairman.

Above key functionaries, by virtue of their official status derive authority to monitor and control the activities under their charge.

3. Vision and Mission Statement, ISO QMS – Quality Policy, EMS – Environmental Policy, ISPS Safety Policy:

VISION

To be the preferred Indian Port

MISSION

To provide efficient seaport and logistics services of the best value to our customers.

OUR VALUES

- Total satisfaction of Customer
- Partnership with stakeholders
- Commitment to Quality and Team work
- Fairness, accountability and transparency in work
- Consideration for social and natural environment
- Value addition through productivity, safety and security

QUALITY MANAGEMENT SYSTEM POLICY ISO 9001:2008

“To ensure customer satisfaction through continual improvement of facilities and services for maritime trade at optimum cost”

ENVIRONMENTAL POLICY
ISO 14001 : 2004

Tuticorin Port Trust is committed to continually improve its environmental performance through an Environmental Management System which will enhance the efficacy and sustain ability of its Quality Management System, drawing support and

sustenance from

- Compliance with legal and other requirement applicable to environmental management
- Promotion of sustainable maritime trade with prevention of pollution of pollution and reduction of waste.
- Valid environmental objectives and targets for conservation of resources and minimising impact of infrastructure and operation on air, water and soil within the Port and immediate environs: and
- Creation of environmental awareness among employees, customers, suppliers, Port Users and other stakeholders.

ISPS SAFETY POLICY

“Tuticorin Port Trust is committed to provide a safe and secure working environment to all its employees, Port Users and ships and its personnel; this will be achieved by establishing and maintaining the required security measures to prevent unlawful acts against people, cargo and marine assets”

TUTICORIN PORT TRUST

CITIZEN CHARTER

4. Brief History and back ground of TPT:

Tuticorin has been a centre for maritime trade and pearl fishery for more than a century. The natural harbour with a rich hinterland activated the development of the Port, initially with wooden piers and iron screw pile pier and connections to the railways. Tuticorin was declared as a minor anchorage Port in 1868.

After Independence, the minor Port of Tuticorin witnessed a flourishing trade and handled a variety of cargo meant for the neighbouring countries of Sri Lanka, Maldives, etc. and the coastal region of India.

To cope up with the increasing trade through Tuticorin, the Government of India sanctioned the construction of an all-weather Port at Tuticorin. Tuticorin Port is an artificial deep-sea harbour formed with rubble mound type parallel break waters projecting into the sea about 4 km. The Port was designed and executed entirely through indigenous efforts. The harbour basis extends to about 400 hectares of protected water area and is served by an approach channel of 1,450 metres length and 183 metres width. On 11th July, 1974, the newly constructed Tuticorin Port was declared as the 10th Major Port. On 1st April, 1979, the erstwhile Tuticorin minor Port (Zone'B') and the newly constructed Tuticorin Major Port (Zone-A) were merged and the Tuticorin Port Trust was constituted under the Major Port Trusts Act, 1963.

Tuticorin Port is located strategically close to the East-West International sea routes on the South Eastern coast of India at latitude 8° 45' N and longitude 78° 13'E. Located in the Gulf of Mannar, with Sri Lanka on the South East and the large land mass of India on the West. It is situated 540 Kms. South west of Chennai and 135 kms. From Madurai in the State of Tamilnadu. The Port is well connected to various trading centres within Tamilnadu and the neighbouring states of Kerala, Karnataka and Andhra Pradesh

and all major cities and ICDs by National/State Highways and broad gauge rail. Tuticorin is well sheltered from the fury of storms and cyclonic winds. The Port is operational round the clock all through the year.

There are 8 along side berths including a pucca container Terminal operated by private party M/s.PSASICAL on BOT basis), 2 Coal Jetties, One Oil Jetty and 2 Shallow Draught Berths. The capacity of the Port is 20.75 million tonnes and it handled 22.01 million tonnes in 2008-09. The major cargoes passed through the Port are coal, copper concentrate, timber logs, phosphoric acid, rock phosphate, granite stone, salt, wheat, sugar, construction materials, garnet sand, pulses, VCM, naphtha, furnace Oil, ammonia, fertiliser, etc.,

The Port is catering to the needs of the following major industries situated very close to the Port.

1. M/s. Southern Petro Chemical Industries Corporation Ltd.
2. Tuticorin Thermal Power Station
3. M/s.Sterlite Industries Ltd.
4. M/s.Dharagadhara Chemicals Ltd.,
5. M/s.Tuticorin Alkali Chemicals and Fertilizers Ltd.

Port has the infrastructure to handle bulk, break bulk, liquid bulk and container vessels and cargo carried therein. Labour to handle cargo is provided by Tuticorin Port Trust Cargo Handling Labour Pool.

Infrastructure

- (a) Basic resources of the Port are: The Port provides infrastructure such as berths, warehouses, Transit Sheds, Open storage space, mechanical equipment, Marine facilities and electrical facilities needed to achieve conformity with service requirements.
- (b) Port is a self-financing body corporate under the administrative control of the Department of Shipping, GOI. Port is authorised to generate revenue to

meet expenditure as provided in the Major Port Trusts Act, 1963, and the Indian Ports Act, 1908. The HODs are responsible to identify and provide resources requirements.

c) Further details are given below:

Zone 'A'

1.Land area and water spread area:

Water spread area : 960 acres (388.80 hectares)
 Land area : 2150 acres (870.75 hectares)

2.Warehousing and Storage:

Type	No.	Area in Sq. metres.
Warehouses	4	20,550
Transit Shed	2	10,800
Open space	-	533000
Open space for Containers	-	5400 TEU's

3.Shipping facilities:

Name of Berth	Draught (in meters)
VOC Berth No.I	9.30
VOC Berth No.II	9.30
VOC Berth No.III	10.70
VOC Berth No.IV	10.90
Additional Berth No.I	8.60
Additional Berth No.II	9.30
Berth No.VII (leased to M/s.PSA SICAL)	10.90
Berth No.VIII	10.90
Shallow Berth 2 Nos.	5.85
Coal Jetty I	10.90
Coal Jetty II	10.90
Oil Jetty	10.70
Finger Jetty	4.50

4. Marine, Navigational aids and other services:

High power Shipping Tugs (including one hired tug)	4 Nos.
Towing Tugs	1 Nos.
Pilot Launches	3 Nos
Mooring Boats	2 Nos.
Pollution Control barge	1 No.
Dump barge	1 No.
Floating crane	1 No.
Security Boat (20 Knots speed) on hire basis	1 No.

5. Cargo Handling Equipment:

Loco 1500 T Hauling capacity	1 No.
Wharf Cranes with grabs 20T	3 Nos.
Wharf Cranes (6T-1 Nos. & 10T-1 No.)	2 Nos.
Top Lift Trucks (for handling Containers) 35T	3 Nos.

6. Miscellaneous Services:

Weight Bridge
Standby generator for reefer cargo
Fire Serviceable Round the clock VHF communication

7. Facilities outside Port's purview:

Bunkering
Supply of fresh water to ships
Cleaning
Vessel and cargo surveys
Marine unloading arms
Coal Jetty Conveyors

Container Terminal having full-fledged equipment such as Quay Cranes, Rubber Tyre Gantry Cranes is managed by M/s.PSA Sical.

Facilities at Zone-'B'

- Water spread : 36.31 acres (14.70 hectares)
- Land area : 365.88 acres (148.13 hectares)
- Dry dock to accommodate small vessel .. : 1
- Berthing facilities to accommodate sailing vessels upto 3.65m draught : 8 vessels
- Storage facilities (Ware Houses) : 11 Nos. - 10,765 Sq.m.
- Weigh Bridge 20 T : 1 No.
- Port Capacity (Both Zone-"A" and Zone B") : 20.75 Million Tonnes

I (f) WORK ENVIRONMENT:

The Port Trust has provided good work environment like proper ventilation at place of work, drinking water facilities, canteen, toilet, adequate lighting facilities, Ambulance, first aid and personal protection equipment (safety appliances) such as helmet, goggle and nose mask; need to achieve conformity with service requirement. The equipment operators are also given shoes and other safety appliances. Equipment safety is ensured by carrying out preventive maintenance promptly. The working area is kept very clean. Adequate pollution control facilities are also provided.

The Port is a body corporate controlled by a Board consisting of Chairman, Deputy Chairman and seventeen Trustees and headed by the Chairman and functioning under the administrative control of the Department of Shipping, Government of India.

5. Customers of the Port:-

a) Customers of the Port are:-

- a) Masters of the vessels
- b) Steamer Agents
- c) Stevedores
- d) Customs House (C&F) Agents
- e) Importers & Exporters
- f) Other Port Users
- g) Department of Shipping, Government of India
- h) Employees of the Port
- i) Stakeholders

b) Identification of Customer needs:-

- Customer Satisfaction Survey is conducted once in a year by sending the questionnaire to the customers. The suggestions/ requirements given by them are acted upon depending on overall requirements.
- Port Users Meeting: The Chairman at regular intervals conducts meeting with the Port Users to identify their problems and requirements. Their problems are resolved to the extent possible.
- Berthing Committee Meetings: The Traffic Manager conducts Berthing Committee Meeting during all working days with the Steamer Agents and the berthing of vessels and connected service facilities are decided in the above meeting. Any problems relating to berthing are resolved there itself.
- Communication: The service facilities requested by the customers by letters are promptly acted upon by the respective HODs.
- Day to day service: Routine services required by the customers are provided by the respective units of the Port.

C) Customer Communication:

The Traffic Manager communicates with the customers regarding cargo related services. He also gives details to them against their enquiries. The Traffic Manager intimates the details about the contractor including amendments. The Traffic Manager also gives information about various services extended by the Port and the facilities available with the port during their calls or during their visit to the Port. The Traffic manager also gives detailed Port Profile describing the activities and services of the Port to the potential customers.

The Deputy Conservator also communicates with the customers regarding vessels related services.

FA&CAO communicates with the customers about the scale of rates. (Fees for various services)

- Generally it is ensured that the interface with the customers is smooth and effective.
- Complaint Registers are maintained at the user interface areas. Prompt action is taken on the complaints and communicated to the respective User by the HOD concerned.

In order to meet customer requirement and to ensure proper and effective communication between the various departments within TPT and the customers, the following list establishes some main contacts within TPT regarding customer inquiries.

- a) Service information
 - Traffic Manager
 - Deputy Conservator
 - Chief Mechanical Engineer
- b) General inquiries: ATM (Commercial)
- c) Scale of Rates : FA&CAO
- d) Settlement of Bills: A.O (Revenue)
- e) Customer Complaints: Respective area where there is user interface.
- f) Customer Satisfaction: Management Representative
- g) Project for new services:CE, CME & DC
- h) Vessels related information: Signal Station, Shipping Control and Berthing Cell.
- i) Vessel berthing details: Signal Station and Shipping Control.
- j) Wharf Equipment Operation: Service Station AEE(WEO)
- k) Berthing Norms/Berthing programme: Berthing Cell.

6)Brief Description of Services Offered by the Port:-

The main services offered by the Port are:-

1.Vessel related services:-

- Tug services
- Berths
- Pilotage services
- VHF services (communication services)

2.Cargo related services:-

- Admission of cargo
- Storage of cargo
- Handling of cargo
- Transit shed
- Warehouses
- Open storage area
- Wharf cranes
- Top life Trucks

3)Miscellaneous services:-

- Settlement of bills
- Read
- Electrical supply
- Fire service

The following are the services rendered by various Departments.

1.Traffic Department:-

- a)Berthing plan and monitoring performance at the berthing cell
- b)Processing of applications and collection of cargo related charges at Central Documentation Centre.
- c)Admission and delivery of cargo at Green Gate
- d)Provision of open and covered space for storage of cargo
- e)Berth operations at various berths, wharves and jetties
- f)Providing equipment and space for container handling and storage
- g)Co-ordination with Shipping Control.
- h)Allotment of open area, issue of licenses at TM's office
- i)Documentation and finalization of vessel accounts at the documentation unit in the office of the ATM.
- j)Compilation and analysis of statistical data in the SRO's office.

2. Marine Department:-

- a) Vessel related charges
- b) Pilotage
- c) Operation of floating crafts.
- d) Provision of tug assistance for towing.
- e) Fire Fighting
- f) Pollution control
- g) Collection of meteorological data.

3. Mechanical Engineering Department:-

- a) Operation and maintenance of mechanical equipments used for cargo handling & container handling
- b) Supply of power to reefer container and dock area.
- c) Uninterrupted power supply to the Port area.
- d) Analysis of performance of various mechanical/electrical appliances.
- e) Custody of stores and disposal of the surplus and un-serviceable plant and stores of all the departments.
- f) Maintenance of floating crafts.
- g) Hiring of Tugs, water barges and other floating crafts
- h) Maintenance of Telephonic exchange and other communication equipments
- i) Maintenance of Fixed fire fighting system

4. Medical Department:

- a) Provides medical treatment to all the employees and dependents, retired employees and their spouses.
- b) Emergency services is rendered round the clock in the casualty blocks of the Port Hospital even to general public other than the employees of the port, apart from the regular outpatients timings of the hospital.
- c) All possible surgeries are done by the specialists in the fully air conditioned O.T.
- d) All normal and complicated deliveries are also conducted round the clock in port hospital.
- e) Medical facilities are also given to SCL, Dock Safety, Educational Agency, CISF, Harbour Post Office, TNMA, RAO, CHLP, Southern Railway employees
- f) The dispensary wing of the Medical Department, situated in town area, cater to the medical needs of the port employees and dependents and retired employees and spouses, residing in Tuticorin Town.
- g) First Aid Services provided at VOC wharf and Additional Berth.

5.Civil Engineering Department :-

- a)Maintenance of wharf structures
- b)Maintenance of wharf areas
- c)Maintenance of warehouses and transit sheds;
- d)Maintenance of roads
- e)Marine Survey.
- f)Maintenance of all buildings (Residential and Non-residential), roads in Harbour Estate.
- g)Providing infrastructure facilities (Construction of buildings, berths, dredging, laying of roads etc.,)

6.Finance Department 's Plan covers:

- a)Receipt and accounting of cheques/demands drafts received from Departments rendering service.
- b)Checking of documents relating to vessel related services, cargo related services and other services.
- c)Settlement of Bills.
- d)Preparation of Budget and control of expenditure.

7.Administration Department's Plan covers:

- i)Conducting Board Meetings and HODs' meeting
- ii)Looking after the Establishment matters of the all Officers of Port.
- iii)Ministerial Staff Recruitment, Promotion and Establishment matters.
- iv)Framing of Recruitment Rules and Policy decisions
- v)Follow up of Legal and Disciplinary proceedings
- vi)Public Relations, Industrial Relations and Public Grievances
- vii)Co-ordinating with other Departments in Ministry/other Official correspondence.
- viii)Hindi Cell is functioning under Administration Department.
- ix)Training of personnel.
- x)Central Industrial Security Force Correspondence/IPA correspondence

8.EDP Plan covers:

Providing EDP support to all Departments.

TUTICORIN PORT TRUST
(VIGILANCE DEPARTMENT)

1. ADMINISTRATIVE SET UP AND FUNCTIONS OF VIGILANCE DEPARTMENT IN TUTICORIN PORT TRUST

The Vigilance Department of the Port is functioning under the direct control of Chairman & Chief Vigilance Officer. Shri G.J. Rao, is the Chairman & Chief Vigilance Officer of Tuticorin Port Trust and Shri T.S.Ashok Kumar, is the Deputy Chief Vigilance Officer of Tuticorin Port Trust.

2. Necessary notice Board has been provided at the entrance of Administrative Office Building stating the following words both in English and vernacular language:

“DO NOT PAY BRIBES. IF ANYBODY OF THIS OFFICE ASKS FOR BRIBE OR IF YOU HAVE ANY INFORMATION ON CORRUPTION IN THIS OFFICE OR IF YOU ARE A VICTIM OF CORRUPTION IN THIS OFFICE, YOU CAN COMPLAIN TO THE HEAD OF THIS DEPARTMENT, OR THE CHIEF VIGILANCE OFFICER/THE SUPERINTENDENT OF POLICE, CENTRAL BUREAU OF INVESTIGATION AND THE SECRETARY, CENTRAL VIGILANCE COMMISSION”.

SHRI G.J. RAO, Chairman & Chief Vigilance Officer, Tuticorin Port Trust TUTICORIN – 628 004	Phone No. 0461-2352500 (Office) Fax No. 0461-2352160 e-mail : Chairman@tuticorinport.gov.in
The Superintendent of Police, Central Bureau of Investigation (Anti-Corruption Branch) Sastri Bhavan, 26, Haddows Road, CHENNAI – 600 006.	Phone No. 044-28255899 Fax No. 044-28213828 e-mail : splacchn@cbi.gov.in
The Secretary, Central Vigilance Commission, Satarkta Bhawan, Block-A, GPO Complex, INA NEW DELHI – 110 023.	Phone No. 011- 24651001 Fax No. 011- 24651010
SHRI T.S. Ashok Kumar, Deputy Chief Vigilance Officer, Tuticorin Port Trust TUTICORIN – 628 004.	Phone No. 0461-2354071 (Office)

8. Time Frame (Benchmark) adopted for various Services:-

Services	Bench Mark / Objectives
Pilot boarding on the vessels	Marine
Settlement of bills <ul style="list-style-type: none">● Vessel related● Cargo related● Supply and works	Within 3 days Within 3 days Within 3 days
Availability of cargo handling equipment Availability of container handling equipment	Engineering Department (Mechanical)
Average turn round of vessels in days <ul style="list-style-type: none">1. Liquid bulk2. Dry Bulk3. Container4. Break Bulk5. Overall	1.67 3.84 0.55 2.91 2.50
Average pre-berthing detention time in days <ul style="list-style-type: none">1. Liquid bulk2. Dry Bulk3. Container4. Break Bulk5. Overall	0.09 0.30 0.00 0.04 0.12
Average ship berth day output in tonnes <ul style="list-style-type: none">1. Liquid bulk2. Dry Bulk3. Container4. Break Bulk5. Overall	5400 9724 14500 1400 5400

9. Fees for various Services Rendered:

Fees for various services rendered by the Port are given in the scale of rates and also available in the Port website www.tuticorinport.gov.in

10. Public Grievance Redressal Machinery:

1. Chairman has appointed Secretary/TPT as the **Director of Public Grievances** in compliance with the Ministry's instruction and an effective Public Grievance redressal machinery has been existing under the Secretary with effect from 7.12.2005. However, the system of redressing the Public Grievances has been existing in Tuticorin Port for a quite a long period since its inception in one form or another. The Details of Director of Public Grievances are given below:

Secretary (Director of Public Grievances) Tuticorin Port Trust Harbour Estate Tuticorin- 628 004. Ph: (off) 0461-2352232 Fax: (0461) 2352301 E-mail : info@tuticorinport.gov.in
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Industrial Relations

As far as the industrial relations prevailing within Tuticorin Port are concerned, a very good responsive and full-fledged Industrial Relations Section has been functioning for keeping healthy industrial relations atmosphere. Secretary, Tuticorin Port Trust is entrusted with the work of Industrial Relations Management and he is assisted by one Deputy Secretary. The letters addressed to the Chairman are sent to the Secretary for taking proper action. On every Wednesday, Chairman receives grievance petitions from the public, employees and Employees Union to redress their grievances as per the following Schedule:

Grievance Day	:	Every Wednesday 16.00 to17.00 Hrs. (Employees & Public) Last Thursday of every month 16.00 to17.00 Hrs. (Unions)) If the above days fall on Holiday or Chairman on camp – the next working day
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The grievance petitions received by the Chairman/Deputy Chairman are registered and sent to the concerned Heads of Department for taking appropriate action. Apart from this, the Union also bring the grievances to the notice of the Chairman/Deputy Chairman. Most of the issues concerning the workers are settled at the local level by the

Heads of Department and issues which could not be settled at their level are brought to the notice of the Chairman/Deputy Chairman. Meeting with the Chairman/Dy.CPT are held to sort out pending issues. The grievance petitions submitted by the Unions and employees are also reviewed periodically till the issue is settled. Those issues which could not be settled, are taken up by the Unions for conciliation through Assistant Labour Commissioner according to Industrial Disputes Act, 1947. More over the Chairman/Deputy Chairman are meeting the Public, Employees and Trade Unions for the redressal of grievances promptly.

* * * * *

11. Expectation from the Citizen/Client

i) Expectation from the Citizen

The Public Grievances Cell is functioning in Tuticorin Port Trust effectively under the control of Director of Public Grievances. The Chairman/TPT has appointed Secretary/TPT as “Director of Public Grievances”. The Public Grievances received from the Citizens are examined carefully and the genuine cases which are within the norms of Rules and Regulations are considered without any delay by rendering justice to the applicants. Similarly the information required by the Citizens under the Right to Information Act, also scrutinised by Public Information Officer, appointed by the Chairman/TPT and the required information are being collected from the respective departments of TPT and sent to the applicant within the stipulated period.

ii) Expectation from the Clients

The major clients of the Port are:

1. Shipping Lines through their agents
2. Stevedores
3. Importers and Exporters represented by their Customs House Agents
4. Various service providers for loading/unloading activities in Ships/Warehouses etc

The expectations of the clients are:

Shipping Lines :

- i) Berthing of vessels without delay
- ii) Bunkering/Fresh water supply
- iii) Good appropriate berthing facilities/Navigational facilities
- iv) Safety
- v) Security
- vi) Good operational management like tug assistance, VTMS, pilotage services
- vii) Proper communication facilities
- viii) Transperant clear documentation/EDI transaction/vessel clearance

Stevedores :

- i) Handle free operations
- ii) Transperant procedures on licences/renewals
- iii) Inspection of gears/equipments,
- iv) Easy booking of labour gangs
- v) Equipments availability and allocations

Importers/Exporters: i) Easy, transparent procedures on documentation, processing
represented by of applications, EDI transactions and collection of charges.
CHA ii) Available/allotment of adequate space for storage of cargoes
iii) Simple and easy clearance of cargoes
iv) Savings of cargoes from pilferage

The expectations of the clients are met with the available infrastructure facilities, procedures and work processes to the extent possible. Improvements are made continuously with computerisation especially with reference to bills, documentation, EDI transaction. Infrastructure improvements are also made with approval of the Central Government. Regular meetings like Berthing meeting, Port Users meeting are conducted and the problems are solved. Bench marks are fixed to various processes and are monitored in the monthly departmental meeting. Port security is taken care by the Port Facility Security Officer with the advice of the Port Facility Security Advisory Committee and Commandant, CISF.

TUTICORIN PORT TRUST
CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence
1	Administration	Overall Control of TPT	Shri G.J. Rao, . Chairman	2352500	--
2	Administration	Assisting Chairman in all works and control over EDP and Estate	Shri.A.Subbiah I.A.S., Deputy Chairman	2352580	
3	Administration	Overall control of Administration Department.	Shri V. Loganathan, Secretary Nodal Officer for Citizen Charter and the Director of Public Grievance	2352232 Extn. 2007	Extn. 2025
4	Administration	Overall supervision of Administration Department and assisting Secretary in Administrative matters & looking after the subjects of Estts., Board, Legal Dusciplinary actions & General	Shri C.Rajasekaran, Deputy Secretary	2354071 Extn. 2004	2354072
5	Administration	Assisting Secretary in Administrative matters & looking after Industrial Relations, Trainings & CDN Section	Shri.S.P.Mohan Kumar, Sr. Asst. Secretary	Extn. 2026	--
6	Administration	In-charge of Hindi Cell and also looking after	Shri K.Jayakumar Hindi Officer-cum- Sr. Asst. Secretary	2352290 Extn. 2002	2353193

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence
		Training, Board and Library			
7	Administration	Assisting Chairman in all works	Smt.A. Thayumana sundari, Senior P.S. to Chairman	2352290 Extn. 2000	--
8	Administration	Looking after Co-ordination Section & Establishment -I	Shri.M.Manimuthu, Assistant Secretary	2352290 Extn. 2010	2352801
9	Administration	Looking after Industrial Relations and Disciplinary Action Section.	Shri.M. Muthappan, Asst. Personnel Officer Gr. I	Extn. 2013	2323718
10	Administration	Looking after General Section & Establishment Section II	Shri K.S.Arunachalam, Assistant Secretary	Extn. 2010	--
11	Administration	Looking after Legal Section	Shri K.Elango, Law Officer Gr.I	2352429 Extn. 2014	2353633
12	Administration	Secretarial assistance to Deputy Chairman.	Smt.A.Kanagamani PA to Dy.Chairman	Extn. 2005	-
13	Administration	Secretarial assistance to Secretary .	Shri M. Manthiram, PA to Secretary	Extn. 2008	-

TUTICORIN PORT TRUST
CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(s) responsible	Contact Phone No. Office	Contact Phone No. Residence.
1	Traffic	Allotment of Berth, Monitoring Cargo Handling activities, providing storage facilities for cargo, issue of passes and issue of licence for private cargo handling equipments and stevedoring licence, shipchandling licence etc. He is overall controlling officer of Traffic Department.	Shri P.Muthu, Traffic Manager	2352221 2400	2352212 2444
2	Traffic	Monitoring cargo Handling activities – Labour and their allied matters	Shri U.Rajendran, DTM	2352743 2854	2352624 2439
3	Traffic	Allotment of Berth & assisting Traffic Manager in all works & Monitoring Cargo Handling activities and all works relating to Traffic Department	Shri U.Rajendran, DTM	2352451 2401	2352894 2430
4	Traffic	Issue of licence to Private Cargo Handling Equipments. Issue of photo pass permit and entry permit , conducting meeting with stackholders and Port users.	Shri V. Sambath Kumar, Senior ATM	2425 2456	

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(s) responsible	Contact Phone No. Office	Contact Phone No. Residence.
5	Traffic	Monitoring Ccargo Handling activities and documentation work in South Breakwater	Shri D.Arunachalam ATM Gr.I	2425 2456	2471
6	Traffic	Monitoring Cargo Handling activities and documentation work in North Breakwater, Green Gate and Zone B	Shri S.Premkumar, ATM Gr.I	2402	2352526
7	Traffic	Issue of licence to Private Cargo Handling Equipments. Issue of photo pass permit and entry permit , conducting meeting with stakeholders and Port users.	Shri M. Chithraputhiran, ATM Gr. I	2352451 2403	2352624
8	Traffic	Collection of wharfage, demurrage, rental and other cargo related charges as per Scale of Rates approved by TAMP	Shri F. Oliver Fdo., ATM Gr. I	2411	
9	Traffic	Monitoring Cargo Handling activities and documentation	Shri B. Athi Balasubramanian, Wharf Superintendent	2456	
10	Traffic	MonitoringCargo Handling activities and documentation	Shri K.K. Sreekandan, Wharf Superintendent, Shipping Control	2456	--
11	Traffic	Monitoring Cargo Handling activities and documentation	Shri P. Jeyaraj, Wharf Superintendent, VOC Wharf	2456	

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(s) responsible	Contact Phone No. Office	Contact Phone No. Residence.
12	Traffic	Monitoring Cargo Handling activities and documentation	Shri I. Soundara Pandian, Wharf Superintendent, Shipping Control	2456	
13	Traffic	Monitoring Cargo Handling activities and documentation	Shri R. Subramanian, Wharf Superintendent, Shipping Control	2426	--
14	Traffic	Monitoring Cargo Handling activities and documentation	Shri V. Selvaraj, Wharf Superintendent, Addl. Berth No.8 and Shallow water Berth	2421	--
15	Traffic	Providing storage space for cargo in Green Gate area.	Shri S.Premkumar, ATM Gr. I	2425	--
16	Traffic	Providing storage space for cargo in Green Gate area.	Shri P.Patchathu, Wharf Superintendent	2421	--
17	Traffic	Arranging Port equipment to load/unload cargo	Shri U. Rajendran, DTM Shri D.Arunachalam, ATM Gr.I Concerned Wharf Supdt.of the respective areas	2352439 2401 2425 2456 2421 2452 2420 2526	--
18	Traffic	Authorising Clearance of Cargo from warehouse and stockyard near Green Gate	Shri S.Premkumar ATM Gr. I	2352403	--

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible	Contact Phone No. Office	Contact Phone No. Residence.
19	Traffic	A) Authorising Clearance of Cargo	Concerned Wharf Supdt. of the respective areas namely a) Shipping Control (on shift) b) Shri P.Ramasamy, Wharf Supdt., Addl. Berth SWB/Berth No.8 c) Shri P.Jeyaraj, Wharf Supdt. VOC Wharf d) Shri V.Selvaraj, Wharf Supdt. Container Cell/Warehouse e) Shri P.Patchathu, Wharf Supdt., Green Gate	2456 2352319 2426 2420 2418	--
20	Traffic	B) Authorising issue of entry pass – Overall control.	Shri P.Muthu, Traffic Manager	2352221 2400	2352212 2444
21	Traffic	Authorising issue of entry pass-Shipping connected	Shri U. Rajendran, DTM	2352439 2401	

TUTICORIN PORT TRUST

CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence.
1	Engineering Department (Mechanical)	Overall in charge of Mechanical Engineering Department.	Shri P. Shanmuganathan, C.M.E (I/C)	2352270 2200	2352312 2245
2	Engineering Department (Mechanical)	Assisting Chief Mechanical Engineer in all works related to Establishment matters, procurement & storage of materials for port, disposal of materials & machinery, floating crafts, communication system, sending periodical return to Ministry/other Deptts. In respect of performance of equipments, service matters etc.	Shri A. Joseph Kulasekaran, SE. (Mech)	2352666 2201	2352214 2041
3	Engineering Department (Mechanical)	Assisting Chief Mechanical Engineer in all works	Shri P. Shanmuganathan, S.E. (Mech.)	2352013 2208	2392601
4	Engineering Department (Mechanical)	Operation & mtc.of vehicles & mtc.of field workshop, hiring of vehicles, purchase of vehicles	Shri A. Murugersan, S.E. (Vehicles & WS)	2205	2391142

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence.
5	Engineering Department (Mechanical)	Operation & mtc.of all electrical installations of the entire port, preparation of estimates & supervision of Plan & Non Plan works. Mtc.of Mariine electrical/communication equipments including electrical works related to Marine Workshop, Telephone exchange &other communication equipments.	Shri N. Perumal, S.E.(Elec.)	2352777 2210	2391976
6	Engineering Department (Mechanical)	Marine Workshop, Dry Docking, Repair & Mtc., AMC for floating crafts, repairs & mtc. of Buoys	Shri B. Premkumar, EE (Marine Repair & Maintenance)	2226	2375077
7	Engineering Department (Mechanical)	7 th & 8 th Berth container terminal, 9 th berth, PPP projects, periodical reports, monitoring fuel efficiency & performance of equipments/ floating crafts, capital equipment purchase for Marine, ISO(M), QMS/EMS/ISPS certificate matters. Hiring of tugs & Oil spill response equipments	Shri A.Murugesan, SE (Vehicles – Additional charge)	2205	2391142

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence.
8	Engineering Department (Mechanical)	Marine & Mechanical Stores E-Auction, E-Procurement.	Shri S.Thangavelan, E.E. (Stores & Purchase)	2204	2377236
9	Engineering Department (Mechanical)	Wharf cranes, equipments, generators, weigh bridge, FFFS, water sprinkler system, capital purchase of equipments for Mechanical.	Shri Janardhanan Pillai, E.E. (Cargo & Container handling equipments)	2202	2234

TUTICORIN PORT TRUST
CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence.
1.	Engineering Department (Civil)	Overall in-charge of functioning of Civil Engineering Department.	Shri R.Srinivasa Kannan, Chief Engineer	2352252	2330
2.	Engineering Department (Civil)	Assisting Chief Engineer in all respect & In-charge of Estate Management Section	Shri E.J.Tensingh, Dy. Chief Engineer	2307	2375111
3.	Engineering Department (Civil)	Maintenance of Harbour Estate, Buildings, Roads, in-charge of Planning & Designs Division, Quantity Survey Dn. and Minor Port	Shri.P.Pathiran, Superintending Engineer . (Civil)	2305	2310497
4.	Engineering Department Civil	Maintenance of breakwater, jetties buildings and roads at NBW, Pipelines	Shri K.Kumaresan, Executive Engineer (NBW)	2304	2370
5.	Engineering Department Civil	Maintenance and Quantity Survey	Shri. S.Paranthaman Superintending Engineer (Maintenance)	2311	2352506
6	Engineering Department Civil	Planning and Designs Division	Smt.R. Sugantheeswari Executive Engineer	2315	2352506
7	Engineering Department Civil	Project Division Construction of Berth and Dredging	Shri R. Jeyakumar, Executive Engineer		

TUTICORIN PORT TRUST
CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence.
1	Medical Department	Administration of Medical Department and overall incharge of Medical Department	Dr.J.Sarkar, MD., Chief Medical Officer	2352454 2700	2352216 2701
2	Medical Department	Assisting CMO in all works	Dr.M.Sathasivam, Dy. Chief Medical Officer	2352006 2702	2320106
3	Medical Department	Outpatient Treatment	Dr. A.Ambika, Dy. Chief Medical Officer(Gen.) Dr. A.Annadurai, Dy. Chief Medical Officer(Specilist.)	2709 2720 2722	2353204 2707 2352811 2704
4	Medical Department	Casualty & Ambulance Service (Emergency & Accident cases)	Dr. P. Sivanakaran, Sr. Medical Officer	2719 2352202	2708
5	Medical Department	Port Dispensary at Town (treatment for employees and retires residing in Town area)	Dr.Joseph Sunder, Sr. Medical Officer	2321312	2328679

TUTICORIN PORT TRUST
CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible	Contact Phone No. Office	Contact Phone No. Residence.
1	Finance	Administration of the Finance Department and overall financial control of the Port	Shri.S.Natarajan, FA&CAO	2352254 2100	2352384 2117
2	Finance	Assisting the FA&CAO in financial matters and office administration	Smt.A.Thilagavathy, Dy. Chief Accounts Officer	2352594 2101	2390741
3	Finance	Assisting the FA&CAO in financial matters and Project works.	Shri.Thanusubramani, Sr. Accounts Officer	2354365 2134	2332556
4	Finance	Estt. Section, General Section, ISO Document Controller, Medical Deptt. proposals & Bills	Shri.A.Christy Paul, Sr. Accounts Officer	2109	2137
5	Finance	Pay Bill Section–(Mech. & Marine Deptts.) Mech. Department proposal & Bills.	Shri.N.Gurusamy, Sr. Accounts Officer	2105	2345319
6	Finance	Pay Bill Section - Civil, Finance, Medical, Traffic,&Administration Deptts., Tax matters, Overall pay bill, Issue of Form 16.	Shri.E.Esra Fredric Samuel, Accounts Officer Grade I.	2127	2353397 2143
7	Finance	Marine Deptt.proposals and bills, Investment matters.	Smt.Lakshmi Seshasayee, Accounts Officer Gr. I	2123	2344
8	Finance	Cash Section, Internal Audit Unit, Tax Section	Shri S.Gunasekaran, Accounts Officer Gr. I.	2107	
9	Finance	Works Section, Civil Department proposals and bills	Shri. P. Balan, Accounts Officer Gr.I	2102	2149

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible	Contact Phone No. Office	Contact Phone No. Residence.
10	Finance	Matters relating to Scale of Rates, Evaluation of Projects of capital nature, Analysis of activity wise income & expenditure	Shri A.Rajamanickam, Cost Accounts Officer	2126	2136
11	Finance	Revenue – I. Collection & billing of Vessel & Cargo related charges, Royalty charges from PSA-SICAL, Collection of vessel related charges from Zone B, Coast Guard, rental charges inside Green gate, Collection of damage costs, Audit remarks, payment of Service Tax to Central Excise.	Shri D.Dayalan, Junior Accounts Officer	2103	2118
12	Finance	Works Section, Civil Engg. Deptt. proposals & bills.	Smt. T.Marjori Ratnabai, Jr. Accounts Officer	2104	2376627
13	Finance	Revenue II (Estate related), Works related to Sethusamudram Project.	Shri D. Jeyakumar, Jr. Accounts Officer	2133	2354160
14	Finance	Cash Section	Shri N.Nagaraja Subramanian, Jr. Accounts Officer	2121	2347503
15	Finance	Income Tax (except pay bill), Service Tax, Value added Tax, Excise Duty, EDO and communication proposals and bills, Internal Audit Unit and System Section.	Shri K. Raghupathy, Jr. Accounts Officer	2106	

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible	Contact Phone No. Office	Contact Phone No. Residence.
16	Finance	Revenue – I. Collection & billing of Vessel & Cargo related charges, Royalty charges from PSA-SICAL, Collection of vessel related charges from Zone B, Coast Guard, rental charges inside Green gate, Collection of damage costs, Audit remarks, payment of Service Tax to Central Excise.	Shri C.Lakshmanan, Jr. Accounts Officer	2114	2332317
17	Finance	Scale of Rates, Evaluation of Projects of capital nature, Analysis of activitywise Income & expenditure	Shri A.Sankar, Jr. Cost Accounts Officer	2115	--
18	Finance	Admn. Deptt. proposals & bills and Traffic Deptt.proposal & bills	Shri Z.Anto Fdo., Jr. Accounts Officer	2130	2331022
19	Finance	Pension Section, Advance Section	Shri M.Salaibajavannan, Jr. Accounts Officer	2127	2432

TUTICORIN PORT TRUST
CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible	Contact Phone No. Office	Contact Phone No. Residence.
1.	Marine	Administration of entire Marine Department	Capt. John Mani, Deputy Conservator	2352313 2600	2352287 2621
2	Marine	Assisting Deputy Conservator in the day to day administration of Marine Department	Capt. A.K. Gupta, Harbour Master	2352423 2601	2353067 2026
3	Marine	Pilot (Under Training)	Capt. Paul Nadar Bennet Singh, Pilot	2611	
4	Marine	Assisting Deputy Conservator & Harbour Master in carry out the day to day routine office administration.	Shri T. Sinthathurai, Asst. Secretary	2605	2335062
5	Marine	Overall in-charge of Fire Service Wing of Marine Deptt., under Harbour Master	Shri C. Jagadesan, Fire-cum-Asst. Safety Officer(I/C).	2353428 2622	2352105
6	Marine	PA to HOD	Smt. S. Jayalakshmi, P.A. to HOD	2604	2640

TUTICORIN PORT TRUST
CITIZEN CHARTER

Sl. No.	Name of the Dept.	Name of each activity	Name & Designation of Officer(S) responsible S/Shri	Contact Phone No. Office	Contact Phone No. Residence.
1.	EDP Centre	Incharge of functioning of EDP Centre	Shri R.Sathish Kumar, Deputy Director	2352091 2150	-
2.	EDP Centre	Assisting the Deputy Director for Administering round the clock functioning of ICS-TPT at EDP and General Administration of EDP	Shri S.Sudalaiyandi, System Analyst	2352109 2151	-

TUTICORIN PORT TRUST
CITIZEN CHARTER

APPELLATE AUTHORITY UNDER RTI ACT

Shri A. Subbiah, I.A.S.

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ASSISTANT PUBLIC INFORMATION OFFICER

Shri A.A.Sheik Monna Ahmed,

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Public Relations Officer
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TUTICORIN PORT TRUST
ADMINISTRATION DEPARTMENT
CO-ORDINATION SECTION

NO: S-11/26/2009-CDN

DATED: .1.2010

Sub: Updation of details of Vigilance Department in the
Citizen Charter in Tuticorin Port Website – Reg.

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Refer to your letter No. Vig.24/69/2009/C1/D.914,  
dated:30.11.2009 on the above mentioned subject.

It is informed that, the corrections / updation in  
respect of the Organisation Chart and the page No.18 of the Citizen  
Charter pertaining to Vigilance Department have been made in the  
Citizen Charter and also published in the Port Web-site.

SECRETARY

TO

The Vigilance Department,  
Tuticorin Port Trust.