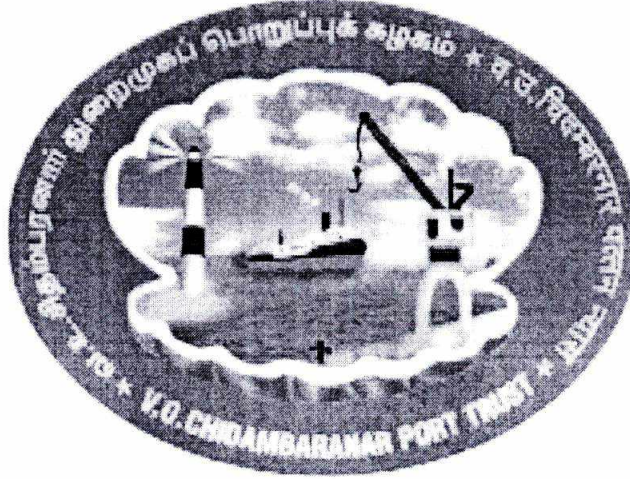


V.O.CHIDAMBARANAR PORT TRUST



CITIZEN CHARTER 2021



V.O.CHIDAMBARANAR PORT TRUST

CITIZEN CHARTER

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V.O.CHIDAMBARANAR PORT TRUST

CITIZEN CHARTER

Name of the Organisation with full Postal Address:-

**V.O. CHIDAMBARANAR PORT TRUST
HARBOUR ESTATE
TUTICORIN-628 004
TAMIL NADU
INDIA**

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V.O.CHIDAMBARANAR PORT TRUST

CITIZEN CHARTER

1.ORIGIN AND DEVELOPMENT OF PORT AT TUTICORIN

1.1 INTRODUCTION

The growth of economy and social improvement of a Nation depends on the development of the Ports in the Country. Ports are the bedrock of the economic development of a Country. It acts as a centre for exchange of culture, language and it acts as a bridge among the Nations in the World by facilitating economic cooperation. It also acts as an elixir for solving the food scarcity and poverty alleviation. It is a catalyst for growth and facilitates increase in foreign exchange earnings. Such functions are performed by Ports and as such a Country without Ports cannot be imagined.

1.2 HISTORY OF TUTICORIN

- ✎ In Literature, the earliest mention has been made in 88 AD in Greek work "Periplus of the Erythrean Sea". In AD 124, the earliest reference was made by Ptolemy who has observed - "Country of Kareoi, in the Kolkhic Gulf, where there is a pearl fishery, Sosikourai and Kolkhoi, and emporium at the mouth of the river Solan". There is little doubt that Ptolemy's Sosikuorai is no other place than Tuticorin. From AD 200 to AD 1000, no records pertaining to Tuticorin are available. However, the Tamil Literature of the period, Periyapuramam mention the pearls but ignore the source. James Harnell in his report to the Govt. of Madras has highlighted the Indian Pearl Fisheries of the Gulf of Mannar discussed about Tuticorin. Although in Tamilnadu, there is a mention of Ports like Korkai, Puhar etc. Tamil literature and historical records have highlighted the Pearl Fisheries of Tuticorin and Trading in Pearls. The 7th to 9th Century AD were ruled by Pandya Kings and 10 to 12 Century AD it was ruled by Chola Kings. There is a mention that there was

a well guarded and natural Harbour where ships could anchor in safety in Tuticorin. Portuguese, Dutch and British ruled India in different time frame. Portuguese sailed into Tuticorin in 1532. In 1649, Dutch captured Tuticorin. Many European visitors particularly English travelers have meticulously recorded their impression of Tuticorin in 17th Century. The impressions recorded by Philip Baldaeus, an English missionary, who visited Tuticorin in 1675 are graphic and valuable. The lucrative pearl fishery that flourished under the Dutch is vouchsafed by Jean De Lacome. The English East India Company took over the administration of Tuticorin and its other dependent cities like Kayalpattinam, Punnakayal, Manapad etc. on the 1st June 1825.

1.3 ROLE OF TUTICORIN IN INDIA'S INDEPENDENCE

- ✎ Tuticorin became the citadel of freedom struggle in the early years of 20th Century. V.O.Chidambaram sowed the seeds of Nationalism and independence with the doctrine of Swadesism and boycott. After undergoing ordeals and struggle, he was able to launch the First Swadeshi Navigation Company in 1907. The Swadeshi vessels S.S.Galilio & S.S.Lavo were operated between Tuticorin and Colombo. Launching of Swadeshi ship despite adverse environment was an important milestone in freedom struggle. Patriots like Subramania Siva and Vanchi Iyer have helped V.O.Chidambaram in spreading of the seeds of Indian Freedom to gain independence from the clutches of the colonial rule.

Thus, Tuticorin played a significant role in the Independence struggle initiated by Mahatma Gandhiji.

1.4 HISTORY OF TUTICORIN OLD PORT

- ✎ In 1842, a Light House was constructed in Tuticorin. Construction of a Light House is one of the important milestones for development of Tuticorin Harbour. The planned development of Tuticorin started in 1868. A pier at a cost of Rs.1,200/- was constructed initially. In 1873, Earl Buckingham, during his visit to Tuticorin ordered for strengthening of the pier. In 1887, the

100m pier was doubled. Subsequently, rails were laid to link Tuticorin Port with Railway Station. In 1894, wooden piers were replaced by steel structure. In 1895, reclamation of the area was undertaken at a cost of Rs.2.00 lakhs and a Port was built. In 1899, the railway lines were extended upto the Pier in Tuticorin Port.

1.5 HISTORY OF TUTICORIN NEW PORT

✎ The proposal to construct a deep sea harbor Tuticorin was first thought of in 1914, though it was not pursued due to the outbreak of war. The first proposal was by Sir Wolfe Lyster Barry and Partners to examine the Prospects of development of the Port. This was followed by Bristow project in 1920 and Palmer Committee Scheme. It was dropped due to financial crisis. In 1924, Tuticorin Port Trust Act was passed by the Madras Legislature. In 1929, Sir Bristow prepared the estimate at Rs.120 lakhs for his scheme and Rs.160 lakhs for Palmer Committee Scheme. Due to financial constraints again the scheme was abandoned.

✎ In 1954, the Govt. of India appointed Chatterjee to examine development of Tuticorin Port. He gave a proposal at an estimated cost of Rs.4.5 crores. In the meanwhile, a committee was constituted under the Chairmanship of Sir Ramasamy Mudaliar to examine linking up the development of Tuticorin with the feasibility of connecting the Palk Strait with the Gulf of Mannar at a cost of Rs.9.62 crores. In 1956, Tuticorin Port Development Council was constituted consisting of local leaders, business people as members. The committee apprised Pandit Jawaharlal Nehru and Chairman of the Planning Commission as well as Central and State leaders. Pandit Nehru after patient hearing caused the Tuticorin Harbour Project at a cost of Rs.10.27 crores for a 30 ft. Harbour with four alongside berths. Based on that, M/s.Madhurani and Chacko Committee recommended for development of Tuticorin. In 1964, Prime Minister Lal Bahadur Shastri inaugurated the construction work of New Port. In 1974, oil mooring

was installed. In 1975, VOC Berth No.1 & 2 were commissioned and in December 1976. VOC Berth No.3 & 4 were commissioned. The next important landmark was the integration of the erstwhile anchorage Port and Tuticorin New Harbour into an integrated Port Trust under the Major Port Trusts Act, 1963 w.e.f. 1st April, 1979. Subsequently a number of developmental activities took place matching the spectacular increase in the rate of growth of time.

VISION AND MISSION STATEMENT, ISO QMS - QUALITY POLICY, EMS ENVIRONMENTAL POLICY, ISPS SAFETY POLICY:

Vision

To become a pioneer in providing quality and efficient cargo handling facility in south India & its Hinterland.

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 9001:2015

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

VISION, MISSION AND OBJECTIVE OF RESULTS FRAME WORK DOCUMENT (RFD)

Vision:-

- To become a pioneer in providing quality and efficient cargo handling facility in south India and its Hinterland.

MISSION :-

- To be the preferred distribution hub of India
- To provide efficient seaport logistic for providing best value to our customers
- To augment capacity by developing international standard Port infrastructure and installing State-of-the-Art handling equipments.
- To ensure quick turn-around of vessels by providing facilities, up gradation of equipments for efficient handling of cargo.

Objective

- To augment capacity of the Port by developing International Standard Infrastructure and installation of modern equipments.
- To improve the draught in-front of the berths to handle bigger size vessels according to the requirement.
- To provide efficient, prompt, safe and timely service to the trade at the optimum cost.
- To enhance road and rail facility to improve speedy and safe evacuation of cargo facility.
- Continually improve the services to meet the expectations of the Port Users, Trade, Employees, Pensioners and the Society by improving the Corporate Social Responsibility.
- To provide cost effective operations through deep draft

berths, highly mechanized and dedicated cargo handling facility.

- To improve the green cover in the Port premises to maintain eco-friendly environment.
- To become a pioneer in providing quality and efficient cargo handling facility in South India and its Hinterland.

ENVIRONMENTAL POLICY

ISO 14001 : 2015

The Port took up efforts for nurturing the Environment through the Environmental Management System and the Port was awarded ISO14001:2004 certificate in August,2005. The Environmental Policy of the Port is **"Port is committed to Environmental safety in its activities through implementation of Environmental management System for continual improvement & Legal Compliance"**

ISPS SECURITY POLICY

"V.O.Chidambaranar Port Trust is committed to provide a safe and secure working environment to all its employees, Port Users and ships and its personnel; it is achieved by establishing and maintaining the required security measures to prevent unlawful acts against people, cargo and marine assets".

IMS POLICY

We are committed to provide seaport facilities and related support services for seaborne transport facilities by

- Ensuring quality Service to Exim trade, by adhering to all legal requirements.
- Protecting the environment including prevention of pollution.
- Ensuring safety by preventing injury and ill health.
- Continually improving the overall effectiveness of IMS through, employee's motivation and empowerment with social responsibility towards the progress of the Nation.

V.O.CHIDAMBARANAR PORT TRUST

CITIZEN CHARTER

Key Functionaries:-

1. **Chairman:** - Chairman appointed by Government of India is the head of the organization and the authority controlling and co-ordinating the functions of the Departments of the Port.
2. **Deputy Chairman:** - Assists Chairman in policy matters and controls and co-ordinates the functions of the Departments of the Port.

HEADS OF DEPARTMENT

1. **Secretary:**

- Head of General Administration Department and also Nodal Officer for Citizen Charter as well as the Director of Public Grievances of this Port. 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.

2. **Traffic Manager**

- Head of Traffic Department - Responsible for allotment of berth, monitoring cargo handling activities, providing storage space for cargo (within custom bound area), arranging Port equipments to load/ unload cargo and authorizing clearance of cargo

3. **Deputy Conservator:**

- Head of Marine Department - Responsible for conservancy of the Port, while Berthing, Un-berthing, Shifting of the vessels, Works related to the Navigational Aids, Operating of floating crafts, Pollution control cell, VTS/ Signal Station and Safety inside the Port. He is responsible for Maritime Communication and Fire Service to meet contingencies. As per ISPS norms

Deputy Conservator is the Port Facility Security Officer (PFSO) responsible for facilitating security between Port and the Vessels.

(4) Chief Mechanical Engineer:

- Head of Mechanical and Electrical Engineering Department - Responsible for operation, maintenance of Port's Electrical installation, floating crafts, vehicles, Wharf Cranes, CCTV networks, cooling equipments & communication. Also responsible for procurement of goods, disposal of unserviceable obsolete materials, planning and execution of CAPEX & PPP projects.

(v) Chief Engineer:

- Head of Civil Engineering Department - Responsible for developing infrastructure and maintenance of wharf structures, warehouses, transit sheds, container yard, buildings, roads, dredging, marine survey and Allotment of land outside custom bound area, quarters.

(vi) FA&CAO:

- Head of Finance Department - Responsible for maintenance of accounts, finalization and settlement of bills, budgeting and matters relating to scale of rates.

(vii) Chief Medical Officer:

- Head of Medical Department (Hospital, Dispensary and First Aid Centres) responsible for providing Medical care to the beneficiaries and hospital Materials Management and delivery.

(viii) Chief Vigilance Officer:

- Head of the Vigilance Department of the Port ensuring corruption free atmosphere in Port.

The above Departmental Heads, by virtue of their official status derive authority to monitor and control the activities under their charge.

1.6 SIGNIFICANT DEVELOPMENT OF THE PORT.

PERIOD	EVENT
11.07.1974	Declaration of Tuticorin Port as a Major Port
13.07.1974	Commissioning of oil mooring berth
02.12.1975	Commissioning of first two alongside berths (V.O.C.1 & 2)
31.12.1976	Commissioning of next two alongside berths (V.O.C.3 & 4)
01.04.1979	Constitution of the Port Trust Board
26.04.1980	Commissioning of Oil Jetty
01.03.1983	Commissioning of Coal Jetty-I
09.05.1983	Commissioning of 5th alongside berth (A.B.1)
01.01.1984	Commissioning of 6th alongside berth (A.B.2)
27.02.1995	Commissioning of Coal jetty-II
12.03.1996	Certification of ISO 9002
12.10.1996	Introduction of Night Navigation
15.07.1998	Licensing out Berth No.7 to M/s. PSA SICAL
05.09.1998	Commissioning of 7th Berth
10.05.1999	Commissioning of Shallow Draught Berth
05.11.1999	Completion of Dredging in Harbour Basin (11.90M) and approach channel (12.50M)
21.12.1999	Function of a World standard container terminal
17.10.2001	Introduction of Main line service to U.S
02.02.2002	Commissioning of Berth No.8
23.04.2003	Switch over to ISO 9001 : 2000 standards
11.07.2003	Entering 30 year of existence as a Major Port
16.07.2003	Introduction of direct main line service to Erode
24.09.2003	Completion of dredging dock basin in front of berth No.8
26.12.2003	Inclusion of our Port in Western Circuit of cruise tourism
10.07.2004	Silver Jubilee celebration
16.09.2005	ISO 14001: 2004 certificate of approval
14.07.2008	Commissioning of berth No.9
21.04.2010	Signing of Sister Port Agreement with Gijon Port, Spain
01.07.2010	Inauguration of Replaced Wharf Crane in VOC Berth.

11.09.2010	Concession Agreement signed with M/s.Tuticorin Coal Terminal Ltd., for Development of North Cargo Berth - II for handling bulk cargoes on DBFOT mode
11.09.2010	Concession Agreement signed for NCB - II with ABG-LDA Bulk handling India Pvt. Ltd
30.12.2010	Inauguration of Capital Dredging
24.01.2011	Inauguration of construction of North Cargo berth .II
11.02.2011	Name Change as V.O. Chidambaranar Port Trust
06.03.2011	Inauguration of Passenger Terminal
13.06.2011	Launching of passenger ferry services - Tuticorin- Colombo
27.07.2011	Merger of Cargo Handling Labour Pool with V.O.Chidambaranar Port Trust
03.10.2011	Signing the Agreement for the "e-sail" project between VOC Port Trust and L&T Infotech, Chennai
19.11.2011	Declaration of 12.80 M Draught facility for berthing of Panamax class vessels.
04.09.2012	Concession Agreement signed with M/s.ABG Container Handling Private Ltd., Mumbai for conversion of 8th berth as Container Terminal
15.03.2014	Commissioning of VTMS
24.03.2014	Up gradation of Mechanical Handling Infrastructure at VOCPT berths (Ito VI & IX) on Boo basis for a period of 10 years commencement operation.
01.10.2014	M/s NTPL commenced the commercial operation of North Cargo Berth-I
19.01.2014	Completion of dredging infront of NCB II and two Shallow Draught Berths.
15.02.2015	Grant of license for deployment of 2 Nos of floating crane at VOCPT water limits for a period of 10 years for handling the Cargo in Vessels at Anchorage
24.03.2015	Submission of PIB memo for Outer Harbour to Ministry of Shipping.
13.08.2015	Commissioning of 100KW Roof top Solar Power Plant
14.09.2015	Work order issued for Mechanization of Berth No. 9
02.03.2016	Work order issue for Construction of Dedicated Berth for handling of coastal cargo .
03.06.2016	LOA issued to M/s. Immanuel & Co., Tuticorin for construction of Truck parking Terminal Opp.Fisheries College
13.09.2016	Commissioning of Shore power supply to Ships
01.02.2017	Commissioning of 400 KW Roof top solar power plant in Port

06.02.2017	LOI was issued to M/s. SYS-Emjay (Joint Venture) for UP gradation of Coal Jetty Land II
20.02.2017	LOA issued to M/s. Indian Port Terminal for construction of Shallow draught berth for handling construction material on PPP mode.
17.03.2017	LOI was issued to M/s. Unison-Srishaila Construction Private Ltd for Construction of North Cargo Berth-III (on EPC Mode)
26.02.2018	Inauguration of Truck parking terminal opposite to fisheries college by Hon'ble Minister for Shipping.
03.03.2018	Commissioning of mooring lurches
05.04.2018	Dredging has been completed in front of Coastal Cargo berth
11.04.2018	Commissioning of 8 Nos Mobile Rubber Tyred Electrically operated Hoppers at berth No. III & IV
13.04.2019	Commencement of commercial operation of 8 th Berth Container terminal (DBGT)
31.07.2018	Construction of NCB III has been completed
11.09.2018	Commissioning of online ambient air quality monitoring station at three different location and displaying unit at 4 locations
11.09.2018	Commissioning of mobile fog machine for dust suppression
30.11.2018	All buildings in Port are provided with LED Lights
31.12.2018	Declaration of draft as (-) 14.20 m in front of Berth 8 &9
20.08.2019	Work order was issued to TEDA for carrying out PMC service of installation of 140 KW Solar roof top power plant
18.09.2019	Meteorological masts was installed by NIWE in two locations for wind flow study
23.02.2021	5MW ground based Solar power plant work commenced

1.7 TRAFFIC PERFORMANCE OF PORT SINCE INCEPTION

The traffic performance of V.O.C Port since inception is given below :

Year	Cargo Traffic	Container Traffic
1974-75	10.35 (lakh tonnes)	
1975-76	13.65	
1976-77	15.50	
1977-78	14.87	
1978-79	17.03	
1979-80	24.11	
1980-81	26.31	
1981-82	27.06	

1982-83	32.29	
1983-84	35.48	
1984-85	37.74	
1985-86	42.25	
1986-87	41.46	
1987-88	42.85	
1988-89	51.40	
1989-90	53.23	
1990-91	50.73	
1991-92	58.68	
1992-93	62.10	
1993-94	67.80	
1994-95	80.40	
1995-96	92.86	68619 TEUs
1996-97	91.74	88769
1997-98	99.73	102464
1998-99	101.50	99512
1999-00	99.93	136612
2000-01	122.84	156978
2001-02	130.17	213509
2002-03	132.94	212925
2003-04	136.78	253880
2004-05	158.11	307310
2005-06	171.39	321060
2006-07	180.01	377102
2007-08	214.80	450398
2008-09	220.11	438548
2009-10	237.87	439948
2010-11	257.27	467752
2011-12	281.05	477096
2012-13	282.60	475599
2013-14	286.42	507735
2014-15	324.14	559727
2015 -16	368.49	611714

2016-17	384.63	642103
2017-18	365.83	697631
2018-19	343.42	739246
2019- 20	360.76	803719
2020-21	317.90	762279

Infrastructure

- a. Basic resources of the Port: 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 an autonomous body under the administrative control of the Ministry 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"

I.(A) WAREHOUSING AND STORAGE - INSIDE GREEN GATE:

TYPE	NO.	AREA IN SQ. METRES.
Warehouses	3	14,940
Transit Shed	2	10,878
Open Storage Yard	---	6,19,210

I.(B) WAREHOUSING AND STORAGE - OUTSIDE GREEN GATE:

Sl.No	Type	Nos	Total area in Sq.m
1	Warehouse (TNWH)	15	25,840
2	IPL Warehouse	3	15,168
3	KRIBHCO Warehouse	1	8,304
4	RCF Warehouse	1	7,053
5	Virudhunagar Mill Warehouse	1	2,000
6	Thiyagaraja Mill Warehouse	1	2,000
7	Tamil Nadu Civil Supplies Corporation Warehouse	1	3,132
8	Open Storage	-	3,69,620

II.SHIPPING FACILITIES:

BERTH PARTICULARS -ZONE - A

Description	Type	Designed / Actual draught (M)	Quay length (M)	Maximum length of Vessel actually handled during 2019-20(up to	Maximum DWT of Vessel actually handled during 2019-20	Remarks
Berth No - I	Along Side	9.30	168	189.99	59618	Transit Shed provided (Break Bulk)
Berth No - II	Along Side	9.30	168	199.99	63301	Transit Shed (Break Bulk)
Berth No - III	Along Side	11.5	192	229.07	81586	Open (Break bulk /dry bulk) 11m draught without tide 11.5m draught
Berth No- IV	Along Side	11.5	192	199.89	63123	Open (Break bulk / dry bulk)
Berth No- V	Along Side	8.60	168	199.99	63515	Open (Break bulk)
Berth No - VI	Along Side	9.30	168	200.00	63520	Open (Break bulk)
Berth No-VII	Along Side	11.70	370	262.00	57785	Berth handed over to M/S.PSA SICAL for container handling on BOT basis from 15-7-98
Finger Jetty	Along Side	4.50	121	--	--	Marine workshop complex
Oil Jetty	Jetty Type	13.00	150	185.00	50506	Marine unloading arms provided
Coal Jetty I	Jetty Type	13.00	301	199.90	63310	Shore reception hoppers provided
Coal Jetty II	Jetty Type	14.00	318	199.99	63,667	Shore reception hoppers provided
Shallow draught berth	Along Side	5.85	140	106.00	5350	Leased to Indian Coast Guard Tuticorin for 30 yrs
Berth - VIII	Along Side	14.2	345	268.80	57,830	Container Operated By M/s. Dakshin Bharat Gateway Terminals.
Berth - IX	Along Side	14.2	334.5	254.62	106355	Open (Break bulk)
NCB I	Along Side	14.0	306	229.07	82,197	Captive berth Neyveli Thermal power limited
NCB II	Along Side	14.0	306	--	--	
EARM	Along Side	7.4	140	109.90	7877	
CBW	Alongside	9.00	185	146.19	19997	

III. CARGO HANDLING EQUIPMENT

Si. No	Description	Owned by the Port		Hired by the Port		Remarks
		Quantity	Rated Capacity	Quantity	Rated Capacity	
1	Harbour Mobile Cranes	-		3 Nos	124 T	Deployed by M/s.Imcola crane Company Pvt. Ltd, Mumbai on Revenue share basis @ 26.55% for a period of 10 years under PPP Mode.
2	Wharf Crane	2 Nos	6T&10T	--	--	--
		3 Nos. (Grab)	20T	--	--	--
3	Floating Crane	1 No	6T at 19.81 Mtr radius	--	--	--
4	Fork Lift Truck	--	--	--	--	--
5	Electric Fork Lift truck	--	--		-	--
6	Pay Loaders	--	--	--	--	--
7	Tractors/Trailors	--		12 Nos	50T	Deployed by M/s PSA Sical Pvt. Ltd.
				18 Nos	60T	Deployed by M/s PSA Sical Pvt. Ltd.
8	Transfer Cranes	--	--	--	--	--
9	Container Quay Cranes			3 Nos	--	Deployed by M/s PSA Sical Pvt. Ltd. under license agreement
				3 Nos	--	Deployed by M/s PSA Sical Pvt. Ltd.

10	Top Lift Trucks	---	--	--	--	--
11	Gantry Cranes			8 Nos 9 Nos	40T & 35T 41T	Deployed by M/s PSA Sical Pvt Ltd. M/s.DBGT
12	Trailers	--	--	.--	--	
13	Reach Stackers			2 Nos	45T	Deployed by M/s Dakshan Bharth Gateway Terminal Pvt Ltd. at 8th Berth
14	Hoppers			8 Nos	120 MT	Deployed by M/s Seapol Pvt. Ltd.
15	Conveyor system with hopper and stakers			1 Nos	2000 TPH	Deployed by M/s Chennai Radha Pvt. Ltd.

IV. MISCELLANEOUS SERVICES:

Weigh Bridge

Standby generator for reefer cargo

Fire Serviceable Round the clock VHF communication

Shore Power Facilities for Ships.

V. FACILITIES DONE BY OTHER AGENCIES:

Bunkering Supply of fresh water to ships

Services offered by Container Terminal Operator M/s DBGT & Captive Coal Berth (NCB - I)

Vessel and cargo surveys Marine unloading arms Coal Jetty Conveyors

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

Garbage Clearance from Ships Waste Oil / Sludge Oil Clearance from Ships under water Survey.

IV. OTHER INFORMATION

ZONE - A

- | | | |
|----|-------------------|---------------------------------------|
| a) | Water spread Area | : 661.01 Acres (or) 267.50 Hectares |
| b) | Land area | : 3958.29 Acres (or) 1601.86 Hectares |

ZONE - B

The Port area is covered by a compound wall stretching along the Beach road from the Coal Mazdoor line in the North and Boat repair yard in the South Opposite to George Road.

A	Water Spread	45.30 Acres
B	Land Area	383.04 Acres or 155.01 Hectares
C	Berth Particulars Alongside Wharf RCC Jetty RCC Jetty	1. North Coal Wharf of length 335m. 2. Sheet Pile Wharf of length 228m 3. 139X22.50m

3. 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 needed 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. Safety week is celebrated every year in order to make awareness to all employees/labourers/ Port Users in Safety operations and road traffic. 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 Ministry of Shipping, Govt. Of India.

Customers of the Port:-

a) Customers of the Port are:-

- i) M

masters of the vessels

- ii) Steamer Agents
- iii) Stevedores
- iv) Customs House (C&F) Agents
- v) Importers & Exporters
- vi) Other Port Users

ix) Stakeholders :-

- a) M/s. Southern Petro Chemical Industries Corporation Ltd.
- b) Tuticorin Thermal Power Station
- c) M/s. Sterlite Industries Ltd.
- d) M/s. Dharagadhara Chemical Works Ltd., [DCW]
- e) M/s. Tuticorin Alkali Chemicals and Fertilizers Ltd.
- f) NTPL
- g) Indian Bharath Private Limited
- h) Coastal Energy

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.

➤ **Operations Review Meetings:**

The Traffic Manager conducts Operation Review Meeting during all working days with the Steamer/Stevedore 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. Berthing programme are now automated.

- **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 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.

The Chief Engineer communicates with the customer regarding the availability of land, the prevailing rate for the land, and requesting to participating in the tender for land allotment. Chief Engineer also communicate to the customer to maintain the Port area clean and green.

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

The Chief Mechanical Engineer communicates with the customer regarding various services of Mechanical equipments, supply of electricals extended by the Port.

Generally it is ensured that the interface with the customers is smooth and effective.

Toll free No: 1800-2587599

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 VOCPT and the customers, the following list establishes some main contacts within VOCPT 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, (VTS) and Security related information

i) **Vessel berthing details** : Signal Station

j) **Wharf Equipment Operation**: Service Station AEE(WEO)

k) **Berthing Norms/Berthing programme**: Berthing Cell.

4. (A) BRIEF DESCRIPTION OF SERVICES OFFERED BY THE PORT:-

The main services offered by the Port are:-

i). Vessel related services:-

- a) Berthing / unberthing of Ships
- b) Pilotage services
- c) Tug and other launches operations/assistance.
- d) VHF (communication services)
- e) VTMS Monitoring Services
- f) Rendering Fire Service
- g) Oil Pollution prevention / response services.

ii) Cargo related services:-

- 1 Admission of cargo
- 2 Storage of cargo
- 3 Delivery of cargo
- 4 Shore based cargo handling equipments

iii) Miscellaneous services:-

- i Settlement of bills
- II. Electrical supply
- III. Fire service
- IV. Shore Power at VOC II & III

(B)The following are the services rendered by various Departments.

i) Traffic Department:-

- a) Berthing plan and monitoring performance at the berthing cell
- b) Receipt of applications and assessment of cargo related charges at Central Documentation Centre.
- c) Admission and delivery of cargo at Green Gate
- d) Allotment of open and covered space for storage of cargo
- e) Berth operations at various berths, wharves and jetties
- f) Shipping Control, Co-ordination with various Department and stakeholder for smooth operation.
- g) Issuance of stevedoring licenses ,Ship handling licences, Issue of harbor permit entry to vehicles & personnel & monitoring the flow of vehicles, ensuring safety
- h) Documentation and finalization of cargo handled details at the documentation unit in the office.
- i) Compilation and analysis of statistical data by Assistant Director (Research).

ii) **Marine Department:-**

- a) Pilotage operation
- b) Operation of floating crafts.
- c) Port Fire Services
- d) Pollution control in Port waters
- e) Monitoring Vessels safe movement in Port water
- f) Compliance of ISPS
- g) Disaster Management
- h) Monitoring weather reports
- i) Monitoring vessels entry in the Port as per statutory requirements

iii) **Mechanical and Electrical Engineering Department:-**

- a) Operation and maintenance of mechanical equipments used for cargo handling & container handling
- b) Planning and execution of PPP Projects and other revenue share model projects
- c) Monitoring the implemented of PPP Projects.
- d) Uninterrupted power supply to the Port area.
- e) Shore power to Ships berthed at VOC II & III
- f) Analysis of performance of various mechanical/electrical appliances.
- g) Procurement of goods for all Departments of the Port. Custody of stores. Disposal of the surplus and un-serviceable plant and machineries of all the departments.
- h) Maintenance of floating crafts.
- i) Maintenance of Telephonic exchange, CCTV and other communication equipments.
- j) Periodical docking & maintaining the survey of Tugs and Floating crafts.

iv) Medical Department:

- a. Port hospital functions round the clock 24 X 7.
Outpatient department timings are 8.00 AM to 11.00 AM and 4.00 PM to 6.00 PM.
Dispensary timings are 8.00 AM to 11.00 AM and 5.00 PM to 7.00 PM
- b. Provides medical care to all the Port employees and their dependents, CHD employees and their dependents, Port and CHD retirees and their spouse, CISF employees and their dependents.
- c. Medical facilities are extended to employees in Port educational agency, Port canteen, TNMA on payment basis.
- d. Port Dispensary situated in the town area provides the medical care for the beneficiaries residing in the city and suburbs.
- e. First Aid Centers located in Main berth, Additional berth and Zone B area provide First aid services for operational employees working in the Dock area.
- f. Emergency First Aid Services are provided to accident victims.
- g. Periodic Medical examination is done for employees working in Dock area annually. Medical examination for Port employees is also done under FR 56 J.
- h. Referral Hospitals are empanelled for provision of medical care as required on credit basis.

V. Civil Engineering Department :-

- a) Planning and Development of Infrastructure required for handling cargoes to meet the requirements.
- b) Upgradation / Modernization of Berths and Equipments to increase productivity of Cargo.
- c) Construction of new Berths/ jetties to meet traffic demand.
- d) Deepening in front of Berths, basin and channel to handle higher size vessels.
- e) Creation of Shore protection measure to avoid erosion/ accretion of shore line.
- f) Providing security arrangements in the operation area to increase security of the Port.
- g) Preparation of design & drawing for the infra structure development and construction of berths.
- h) Proper maintenance of water supply, Public health of the Port area and residential area.
- i) Development of Plantation/ garden around the Port area to increase green belt.
- j) Continuous Monitoring of Environmental pact and litigations

measures taken to ensure proper Environment in the Port and Operational area.

- k) Development and maintenance of Road Works as per requirement.
- l) Development of projects through PPP Mode.
- m) Conducting Hydrographic survey, subsoil investigation, Physical and mathematical model studies, simulation study etc., to ensure safety of the vessels being handled.
- n) Undertaking deposit works.
- o) Development and maintenance of Railway line in the Port area.
- p) Development of Open/closed stack yard for handling /stocking cargoes.
- q) All Estate related works including allotment of land and buildings outside the custom bound area
- r) Construction and maintenance of residential and non-residential buildings.
- s) Maintenance of Wharf Warehouses, Transit sheds, Break Waters, Storm Water drain etc.
- t) Collection and disposal of Solid and liquid waste.
- u) Maintenance of bollards and fenders

vi) Finance Department:

- a) Accounting of receipt through NEFT/RTGS/PCS from Port users rendering service and Contractor/ Service Providers/ Lessees.
- b) Verification of documents relating to vessel related, Cargo related and other Services.
- c) Formulation of Budgets and Budgetary Control thereon
- d) Release of Payments to Vendors, Contractors & Consultants through E-Mode i.e., RTGS/NEFT after verify of Invoice/ Bills.
- e) Filing of various Income tax, GST Return and payments etc.
- f) Release of Pension Payments and attending pensioner Grievances.
- g) Submission of General scale of Rates revision to TAMP for notification
- h) Matters relating to scale of rates of other departments like Estate, Civil, Mechanical, Traffic etc. in respect of land rentals & PPP projects

EDP Division under Finance Department:

Providing EDP support to all departments.

vii) General Administration Department:

- i) Conducting Board Meetings and HODs meeting, Looking after Establishment of all Officers and common Category posts of Port.
- ii) Officers and Ministerial Staff Recruitment, Promotion and Establishment matters.
- iii) Framing of Recruitment Rules and Policy decisions
- iv) Follow up of Legal and Disciplinary proceedings
- v) Industrial Relations and Public Grievances
- vi) Co-ordinating with other Departments in Ministry/other Official correspondence.
- vii) Official Language Section.
- viii) Training of personnel.
- ix) Central Industrial Security Force Correspondence/IPA correspondence
- x) Public Relations Section
- xi) Implementing and monitoring Corporate Social Responsibility Scheme
- xii) Providing Private Security Personnel in Port area wherever necessary.
- xiii) Contract Management

viii) VIGILANCE DEPARTMENT

Vigilance functions to be performed by the CVO are of wide sweep and include collecting intelligence about the corrupt practices committed, or likely to be committed by the officials of this organizations; investigating or causing an investigation to be made into allegations reported to him; processing investigation report for further consideration of the disciplinary authority concerned; preferring the matters to the commission for advice wherever necessary; taking steps to prevent improper practices and misconducts, etc. Vigilance department acts as an advisor to the Chief Executive in all matters pertaining to Vigilance. CVO is also the nodal officer of the organization for interaction with CVC and CBI. The CVO assists the Chairman in these Vigilance related matters as an extended arm of the Central Vigilance Commission in upholding the moral and protecting the value system of the organization. This would help to prevent misconduct, unethical practices and support the efficient functioning of the organization.

5. TIME FRAME (BENCHMARK) ADOPTED FOR VARIOUS SERVICES

Services	Bench Mark	
Pilot boarding on the vessels	1 Hr, 10 Minutes	
Settlement of bills	Within 3 days	
Vessel related		
Cargo related	Within 3 days	
Supply and works	Within 3 days	
Availability of cargo handling equipment Availability of container handling equipment	90%	
	Port A/c	Total (Port +Non-Port
Average Turn Round Time of Vessels in days		
Liquid bulk	1.65	2.90
Dry bulk – Mec		5.10
Dry bulk - Con	3.80	6.40
Container	1.05	1.30
Break bulk	2.80	5.30
Overall	2.25	3.30
Average Pre-Berthing Detention Time of vessels in days		
Liquid bulk	0.09	0.90
Dry bulk – Mec	0.04	1.40
Dry bulk - Con	0.80	2.90
Container	0.00	0.25
Break bulk	0.30	2.20
Overall	0.27	1.40
Average Ship Berth Day Output in tonnes		
Liquid bulk	3830	
Dry bulk – Mec	13500	
Dry bulk - Con	10400	
Container	21500	
Break bulk	2120	
Overall	10500	

6. 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.vocport.gov.in

PUBLIC GRIEVANCE REDRESSAL MACHINERY

7. REDRESSAL OF PUBLIC GRIEVANCES:

- In compliance with the direction from Ministry of Shipping, for strengthening the Public grievance Redressal Machinery, Chairman, V.O.Chidambaranar Port Trust had appointed the Secretary of the Port Trust as Director for redressal of grievances on 7.12.2005. The details of Director of Grievances are furnished below:

Secretary & Director of Public Grievances

V.O.Chidambaranar Port Trust,
Harbour Estate,
Tuticorin - 628 004.

Ph: (off) 0461-2352232 Fax (0461)2352301

E-mail: info@vocpt.gov.in. secretary@vocport.gov.in

- The above details were sent to Department of Administrative Reforms & Public Grievances, Sardar Patel Bhavan, Sansad Marg, NEW DELHI-110 001 with copy to Ministry for information, during September, 2007 for publishing in the website called Centralized Public Grievances Redress and Monitoring System (CPGRAMS). This is a single window grievance online and redresses them indicating actions at different levels. The Portal also facilitates to receive lodged online through internet by the citizens from any geographical locations. In addition to the above, Chairman and Deputy Chairman/ V.O.Chidambaranar Port Trust are also sparing time in week days for redressing the grievances of persons expeditiously.

Grievance Day:

The grievance petitions are received by Chairman on the following days & timings.

All Workings Days

Port users, Bank Officials & other

Port connected Officials : 12.00 to 13.00 (Prior Appointment only)

Friday only : 11.00 to 13.00 (Grievance Day, Officials Public & Unions)

8. INDUSTRIAL RELATIONS

- As far as the industrial relations prevailing within V.O.Chidambaranar Port are concerned, a very good responsive and full-fledged Industrial Relations Section has been functioning for keeping healthy industrial relations atmosphere. Secretary, V.O.Chidambaranar Port Trust is entrusted with the work of Industrial Relations Management and he is assisted by one Deputy Secretary. 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 & in Union meetings 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. Moreover the Chairman/Deputy Chairman are meeting the Public, Employees and Trade Unions for the redressal of grievances promptly.

9. EXPECTATION FROM THE CITIZEN /CLIENT

i) Expectation from the Citizen

- The Public Grievances Cell is functioning in VOCPT effectively under the control of Director of Public Grievances. The Chairman /VOCPT has appointed Secretary /VOCPT as "Director of Public Grievances". The Public Grievances received from the Citizens including CPGRAMS Portal 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 are also scrutinized by Public Information Officer's appointed by the Chairman /VOCPT and the required information are being sent to the applicant within the stipulated period. Appeals, if any from the petitioners are also answered within the stipulated period. The reply furnished to the petitioners has also been uploaded in the Ministry's Portal.

ii).Expectation from the Clients

The major clients of the Port are

- (a) Shipping Lines through their agents
- (b) Stevedores
- (c) Importers and Exporters represented by their Customs House Agents
- (d) Various service providers for loading/unloading activities in ships /Warehouses.

The expectations of the Clients :-

Shiping lines/Steamer Agents :-

- (a) Berthing of Vessels without delay.
- (b) Good berthing facilities/ Navigational Facilities
- (c) Safety in shipping and related matters
- (d) Good operational management facilities/ Navigational facilities

- (e) Pilotage Services
- (f) Proper communication facilities
- (g) Transparent clear documentation/Vessel Clearance.
- (h) Security

Stevedores :-

- (a) Handle free operations.
- (b) Transparent procedures on licences/renewals
- (c) Inspection of gears/equipments
- (d) Easy booking of Labour gangs
- (e) Equipments availability and allocations

Importers/Exporters:

- (a) Easy, transparent procedures on documentation, processing represented by applications, EDI transaction of charges

➤ The expectations of the clients are being met out to the extent possible with the available information. Improvements are being made continuously in passing bills, documentation and EDI transaction. Infrastructure improvements are also made with approval of the Government as and when required. Regular meetings are being conducted with users to solve their problems in handling cargoes. Bench marks have been fixed to various process and the same are monitored in the departmental monthly review meeting. Port Facility security officer conducts regular port facility security Advisory committee Meeting and the information received from the Commandant/CISF are discussed with Indian Coast Guard Service, Tuticorin and with all Stakeholders.

NAMES AND PHONE NUMBERS OF IMPORTANT OFFICIALS IN
V.O. CHIDAMBARANAR PORT TRUST

General Administration Department :-

Sl.No	Name of each Activity	Name & Designation of Officer(s) responsible	Contact Phone No.	
			Office	Residence
01.	Overall Control and Co-ordinating the functions of all Departments of VOCPT	Shri T.K.Ramachandran IAS Chairman	0461- 2352500 2352160 (Fax)	2326522 2321490
02.	Assisting Chairman in all matters	Shri.Bimal Kumar Jha, Dy.Chairman	0461- 2352580	2352398
03.	Overall control of General Administration Department	Secretary I. Nodal Officer for Citizen Charter II. Director - Public Grievance	0461- 2372007 2352232 9443389502 2352301(fax)	2352223
04.	Assisting Secretary in Administrative matters.	Smt. A. Vidhya, Senior Deputy Secretary	0461- 2354071 2372004 9443185524	2372036
05.	Assisting Secretary in Administrative matters & looking after Establishment –I, Establishment –II Section, Board Section, Coordination section (Training, CSR & CISF), General Section and IR Section..	Deputy Secretary	0461- 2352303 2372010	
05.	Assisting Secretary in Administrative matters and looking after, Establishment II section, CISF , Training	Shri. Tamil Selvan Sr.Assistant Secretary	94860 76776 0461 2372026	
06.	Looking after Official language Section, Board Section, Co-Ordination	Shri.Amod Ankit Assistant Secretary Gr.I	2372029	

	Section (CSR & Ministry related) and Establishment -I			
07.	Assisting Secretary in Administrative matters and looking after, general section and CDAK	Shri C.Udayakumar Assistant Secretary Gr.II	237 2019 & 89038 72038	
08.	Looking after Legal & Disciplinary Action all matters relating to court Cases of the Port and Public Information Office (RTI)	Smt A. Dheepiga, Law Officer Grade - I, Public Information Officer under RTI	0461- 2353636 2372014 & 9791806286	0462- 2521151
09.	Looking after Public Relation work of the Port	Shri M.S.Sasi Raj, P.R.O	0461- 2352360 9489063555 2372415	
10.	Secretarial Assistance to Chairman	Shri.R.Senthilmurugan PA to Chairman	0461- 2372000 9443389509	
11.	Secretarial Assistance to Deputy Chairman	Smt P. Krishnaveni PA to Deputy Chairman	0461- 2372005 9487278219	
12.	Secretarial Assistance to Secretary	Smt. Kokila PA to Secretary	0461- 2372008	

Traffic Department :-

Sl.No	Name of each Activity	Name & Designation of Officer(s) responsible	Contact Phone No.	
			Office	Residence
01.	Overall Management of Traffic Department with Core functions to facilitate berthing of vessels and cargo handling activities towards quick Turn Around of Vessels, optimization of resources at minimal cost. Management of commercial, administrative functions including labour management and Marketing & Business development.	Shri.R.Prabakar Traffic Manager Appellate Authority for RTI	0461-2352221 2372400 2352221 94443389513	2352212
02.	Management of Commercial, Marketing, Business Development, Establishment, Statistics section and assists Traffic Manager in all related activities.	Shri.G.Edison Sr.Deputy Traffic Manager &PIO	9442152291 2372401	
03.	Management of shipping operations including allotment of berth & cargo handling, Labour(CHD), Safety, Stevedoring & Shore handling, Ship chandling licenses, Railways, allotment of open/covered space, Truck parking terminal, Dwell Time Monitoring and assists Traffic Manager in all related activities	Shri.C.Ramasamy Sr.Deputy Traffic Manager	9443389514 2372389	
04.	Monitoring Commercial, CDC, Marketing, Court case, statistics activities and Ministerial correspondence related to cargo handling of the Port. Correspondence related to commercial and Audit paras, monitoring the general section and establishment section and their allied matters	T.Ramesh Deputy Traffic Manager	9176790555 2372403	

05.	Stevedoring license, ship chandling license, Manpower related matters, room allotment/rent, railway employees salary, RTI, ISO Co-ordination for audit reply, allotment of open space inside custom bound area in Zone B, sailing/small/barge operations, room rent, collection of berth hire charges from Marine Police & Customs, court cases, call point operation, Labour and their allied matters, Zone B – Commercial and operation etc.	Shri C.Antony Suresh Mel , Sr.Asst. Traffic Manager	9884591658 2372402	
06.	Shipping operation, Berthing Cell, Co-ordination of cargo handling activities relating to VOC Berth I – VI & IX Berth, cargo handling activities relating to Berth, Coal and Oil Jetty and NCB – I.	B.Ramesh Azariah ATM Gr.I	2372479	9488474619
07.	Work related to Commercial Coal plots, Marketing	C.sathyamoorthy ATM Gr-I	9789786908 2372474	
08.	Work related to Statistics & Research	C.Yaadhav Dheepan Asst. Director (R)	9952726077 2372404	
09.	Monitoring Labour and their allied matters and Zone B operations	M.A.Rabindranath Victoria ATM Gr.II	9486984424	2300256
10.	Safety issues	Shri. Arul Raj Safety Officer	0461-2353781	
11.	Shipping Control	ATM Gr.II	9489659638	
12	Green Gate	K.P.Paulson, ATM Gr.II	9486984422	

Mechanical & Electrical Engineering Department: -

Sl.No	Name of each activity	Name & designation of Officer(s) responsible	Contact Phone No.	
			Office	Residence
1	Overall administration and management of Mechanical & Electrical Engineering Department	Shri.V.Suresh Babu Chief Mechanical Engineer AA for RTI	2352270	2352312
2	Management of PPP Projects, Electrical installation, maintaining uninterrupted power supply to Port operation and maintenance of Port owned floating crafts, vehicles, wharf cranes and assisting CME in all of Mechanical & Electrical Engineering Department activities	Dy.CME PIO for RTI	--	--
3	Management of material & spares procurement, disposal of unwanted used and obsolete items, maintenance and operation of Port owned vehicles and all electrical installations of the Port.	Shri. P.Senthil Kumar Superintending Engineer/Mech I	2352013 9944691305	--
4	Management of PPP Projects and BOT projects. Dry docking and maintenance of Port owned Floating crafts, wharf cranes, management of Tender Cell.	Shri.T.Vedanarayanan Superintending Engineer/Mech	2352214 8903629092	--

5	Maintenance & operation of Port owned Vehicles. Monitoring the hired vehicles, sweeping machines, Fog machines, generators and Ambient Air Quality system. Maintenance of HT power supply and power supply inside the Green gate, including Red Gate, NCB, North Break Water.	Shri. B. Selvaraj Executive Engineer(Elec)	9443529093	--
6	PPP and BOT Projects, Tender Cell (all Electrical & Mechanical tenders), ISO, Audit remarks, Ministry Correspondence, Parliamentary Questions.	Shri.T.Aravinthan Executive Engineer(Mech)	9486983879	--
7	Procurement of materials spares and fuel for the Port. Maintenance of LT electrical installations outside the Green gate, communication, CCTV, RO plants, all air conditioning systems and also Zone-B electrical power supply.	Shri. R.Padmanabhan Executive Engineer (Mech)	9524447636	--
8	Maintenance and Dry docking of Port owned Floating crafts including Floating crane, Tugs and launches. Operation and mechanical maintenance of Port owned wharf cranes and grabs, sprinkler system	Shri. S.Shunmugam Executive Engineer Mech	9442554310	--

Civil Engineering Department:-

Sl. No	Name of each activity	Name & designation of Officer(s) responsible	Contact Phone No.	
			Office	Residence
01.	Overall in charge of Civil Engineering Department and Estate Division	Shri.K. Ravi Kumar Chief Engineer & Estate Officer	0461- 2352252 2372300 94433 89512	2375111
02.	Assisting CE in all works of Civil Engineering Department	Dy.Chief Engineer	--	
03.	Incharge of entire Civil maintenance and Technical division	Shri.K. Sudalaimani Superintending Engineer	0461 – 2352473 2372316 94869 83715	
04.	Planning & Designs Division and Harbour Maintenance (SBW & NBW)	Shri.C. Balakrishnan Exe.Engineer	0461-2372315 94433 59094	
05.	Estate Management	Shri.S.Thiagarajan Exe.Engineer	2372304 9442445692	
06.	Technical Division, Buildings, Roads and railways, Water supply and Public Health, Environment and plantation, Zone-B	Smt. D.Sheba, Exe.Engineer	2372313 9600357171	

Medical Department :-

Sl. No.	Name of each activity	Name & Designation of Officer(S) responsible	Contact Phone No	
			Office	Residence
1	a) Overall in-charge of Medical Department. b) Authority for procurement of Goods and Services for Medical Department. c) Overall in-charge of	Chief Medical Officer	0461-2352454	2352312
2	Assisting Chief Medical Officer in all works	Sr. Dy. Chief Medical Officer	2372702	
3	a) Assisting Chief Medical Officer in various activities b) Compliance to statutory requirements c) Activities pertaining to material management d) Activities relating to Ministry correspondence & Audit e) Clearing referral hospital bills & reimbursement bills after scrutiny f) Ensuring implementation of Swachh Bharat activities.	Dr. Joseph Sundar Deputy Chief Medical Officer (GD)	2372711 2352134	9442152296

4	a) In charge of Port dispensary b) Activities pertaining to ISO and Digitisation of records c) RTI – PIO (Public Information of Officer) of Medical department d) Asset Verification e) Nodal Officer – Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB –	Dr.P. Rajeswari Deputy Chief Medical Officer(Spl)	2321312 98430 43275	2320075
5.	a) Activities pertaining to IPD/ OPD b) Monitoring proper disposal of Bio medical waste c) Implementing AIDS related activities d) Linen management & Diet supply for inpatient	Dr. Baby Rani Senior Medical Officer	2372709 94869 83617	2372763

Finance Department :-

Sl. No	Name of each activity	Name & Designation of Officers (S) responsible	Contact Phone No.	
			Office	Residence
1.	Administrator of the Finance Department and overall Financial control of the Port.	Shri.V.Surash Babu, Financial Adviser & Chief Accounts Officer (St)	0461-2352270 2372200 94433 89504	2352312
2	Assisting FA&CAO in all matters and looking after the functioning of the Finance department including handling of capital and revenue requirements of the Port, Auditing and budgeting etc.	Shri. Malla Srinivasa Rao Sr.Deputy Chief Accounts Officer	0461-2354365 2372106 9443389520	2353067

3	Assisting FAO/ Sr.DCAO in all matters and looking after Civil Engg.Dept-Proposal (Capital), Medical Department Proposal; Admn.Dept, proposal including CISF & Guest House, Pay bills of all Officers and Employees, Pension Section, Advance Section, Establishment Section, General Section, ISO - Departmental Representative & Internal Audit, RAO Reference-Replies in respect of Finance Department and other Co-ordination with other Departments.	Shri.Pankaj Kamal, Deputy Chief Accounts Officer	0461- 2352594 2372101 9443189567	
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4	Assisting Sr.DCAO/Dy.CAO in the matters relating to all proposals & Bills in respect of Plan & Non Plan and Revenue works related to Civil & Mech.Elec.Engg.Dept., Marine Dept proposals and	Shri.A.Rajamanickam Senior Accounts Officer	2372 114	
5	Costing Section: Assisting Sr.DCAO/Dy.CAO in the matters relating to preparation of cost statement (yearly), Port Tariff fixation in respect of Vessel related Services. Preparation of performance budget – yearly, all files relating to scale of Rates, Post audit of Vessel related bills & Audit replies, PPP projects, estate related proposal and demands, proposal and bills of EDP division.	Shri.A.Sankar, Sr. Accounts Officer	2372115	

6	Pay bill section: <ul style="list-style-type: none"> • Pay bill section • Pay bill of all employees of VOCPT • Fixation of pay sanction of increment • Settlement of Anomaly • Prorata pensionary benefits • Pensions contribution • Leave salary • Contribution • Settlement Audit remarks in respect of above calculation & recovery of income tax and reconciliation of payment remittance • Recovery of all advances • GL accounting • Employees TDS – All depts. • All suspense ledger pay bill related • Making entries in service books • Leave and encashment of leave in respect of all officers & employees of the Port. 	Smt.N.Anuradha, Accounts Officer Gr-I	2372122	
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7	Cash Section :- <ul style="list-style-type: none"> • Maintenance of Cash Books in respect of Revenue Accounts and all funds. • Accounting of Cash Receipts • Effecting Cash payments • Receipts of Cheques issue of receipts • Reconciliation of 14 Banks accounts • Reconciliation of 4 EDI accounts • Tuticorin Port Road Company Ltd., proposals/bills • IPRCL proposals & bills • Investment section 	Shri.Kalpesh Bahawarlal Jain, Accounts Officer Gr-I	2372107	
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8	<p>Tax Section IT, GST, Other Taxes and ISO document controller</p> <ul style="list-style-type: none"> • Income tax and TDS • Tax returns and replies to tax authorities, the inspection reports and submission of all documents required by the various taxing authorities • Auditor for scrutiny purpose and submission of accounts for tax audit Co-ordination with tax consultants for appearance before Joint Commissioner, Tuticorin, Chief Commissioner and commissioner/Appeal, Madurai, CESTAT Tribunal, Chennai. • Inspection Report Reply • Para replies, to co-ordinate regular Resident Audit Unit queries with other sections/depts.. 	Shri.R.Sankaranarayanan , Accounts officer Gr-I	2372177	
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9	AAB Section <ul style="list-style-type: none"> • Budget preparation • Reports and reviews monthly accounts compilation and review audit queries pertaining to Annual accounts • Insurance • C&AG audit report on Annual Accounts reply thereof • Audit para replies to Ministry • Ministry, IPA correspondence relating to accounts 	Shri. P.Seenivasan, Accounts officer Gr-I	2372111	
1 0	Materials Bill Section: <ul style="list-style-type: none"> • Mechanical department proposals and bills traffic dept • Marine dept. proposals and bills Note: up to Rs. 10.00 lakhs file directly	Smt.N.Prema, Accounts officer Gr-II	2372102	
1 1	Revenue II section: <ul style="list-style-type: none"> • Estate related Land rentals outside the Green gate • Sethusamuthram related works including proposals and bills • Port Tariff fixation – Estate remarks • EDP department 	Smt.B.Mary Jacquilin, Accounts officer Gr-II	2372133	

1 2	Revenue I section: <ul style="list-style-type: none"> • Vessel related services billing • Cargo related services billing • Miscellaneous services billing • Land rentals inside 	Shri.P.Sivakumar, Accounts officer Gr-II	2372103	
1 3	I. Medical Dept. proposals and bills I. Advance section: <ul style="list-style-type: none"> • New pension scheme • All pension claims • Advances, GPF • Payment of Personal advances • Festival advance • Conveyance advance, Computer advance • House building advance, marriage advance • Educational advance • Finalization of welfare fund & HBA fund and any other fund. III. Admn. Dept. proposals and bills including PRO section.	Smt.K.T.Rajasri, Accounts officer Gr-II	2372108	

1 4	<p>Works Section:</p> <ul style="list-style-type: none"> • Civil departments proposals and bills • Monitoring of all bank guarantee with reference to live status <p>Note: up to Rs.10.00 lakhs file directly submitted to DCAO</p> <p>Establishment Section: Promotion, Seniority, Court cases of class I & II officers of Finance department and EDP Centre.</p> <p>Sanction of all personal claims, OTA and advances in respect of officers and employees of Finance department.</p> <p>Retirement of class I to IV employees of Finance department.</p> <p>Monthly returns, quarterly and Annual returns related to establishment matters of Finance department.</p> <p>Permission for acquisition of movable and immovable property in respect of all officers and employees.</p> <p>Action to be taken relating to all Union meeting, HOD meeting, Board meeting, IPA GB meeting etc.</p>	Smt.P.Esakkiammal, Accounts officer Gr-II	2372116	
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1 5	<p>Pension Section: Sanction of pension and other retirement benefits. Audit para reply Finalization of Pension fund, Gratuity fund accounts and leave encashment fund. General Section :</p> <ul style="list-style-type: none"> • Receipt and issue of bills • Purchase of stationery, store items, issue of the same • Maintenance of imprest bill, swatchh Bharat, maintenance of record room & clearance of old records. 	Smt.Vaishali Chinchchghare, Accounts officer Gr-II	2372109	
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1 6	Costing section: <ul style="list-style-type: none"> • Preparation of Cost statement (yearly) • Port Tariff Fixation in respect of vessel related services • Port Tariff Fixation in respect of cargo related services • MOU-statement – Yearly • Labour/Machine hour rate field work shop- yearly • Labour/Machine hour rate Marine work shop- yearly • All files relating to Scale of Rates , monitoring of Revenue collection of all PPP projects and legal cases relating to PPP Projects except M/s. PSA Sical. 	Shri.Jagdish Sahu, Account officer Gr-II	2372121	
1 7	Secretarial assistance to FA&CAO	Smt.Murugammal PA to FA& CAO	2372110	

Marine Department:-

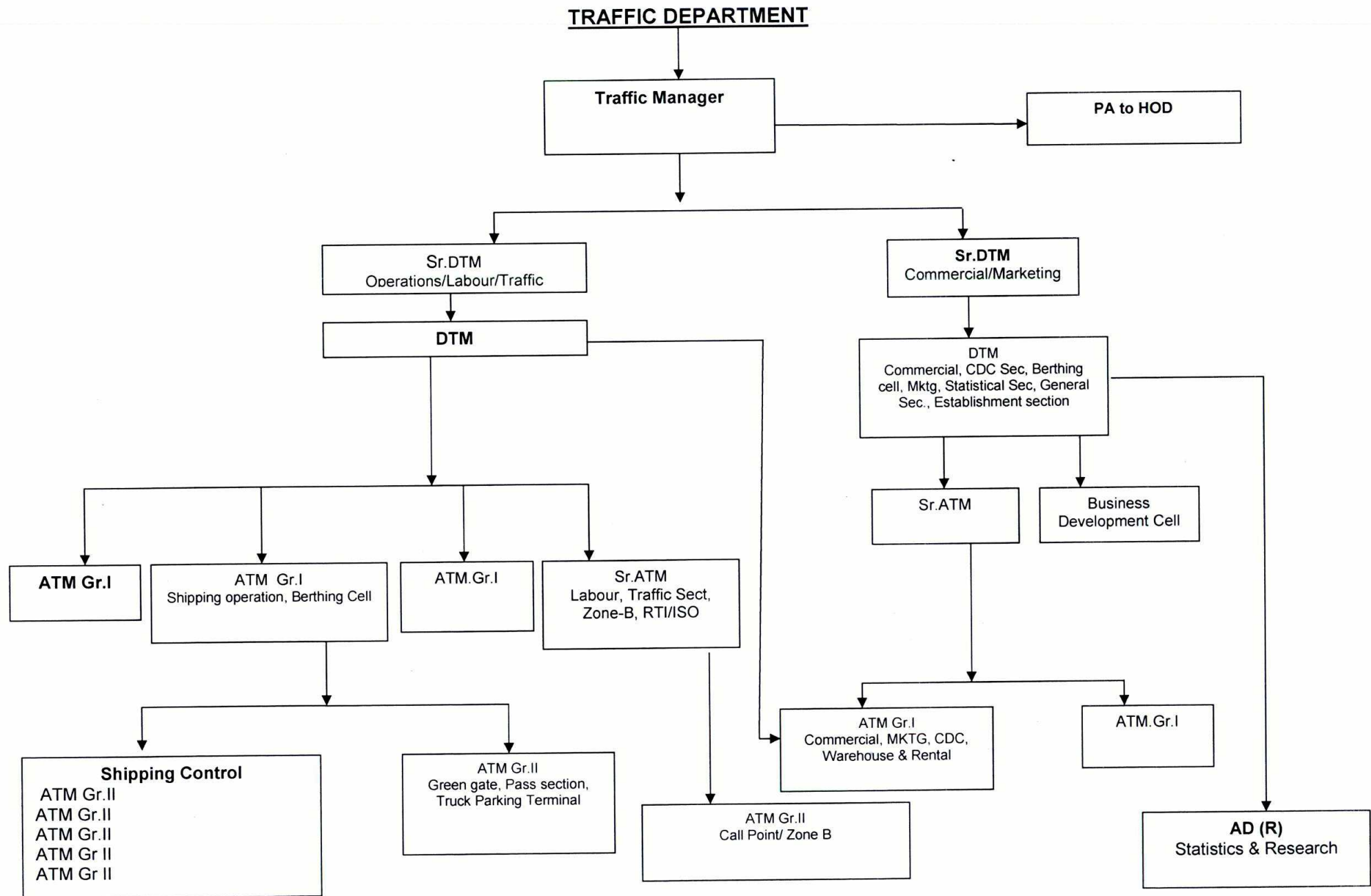
Sl. No	Name of each activity	Name & Designation of Officers (S) responsible	Contact Phone No.	
			Office	Residence
1	Over all in charge of Marine Department	Capt.Pravin Kumar Singh Deputy Conservator	0461-2352313 2372600	0461-2353067 2372621 9443289568
2	Assisting to Deputy conservator, in charge for safe shipping movements of vessels within the Port	Capt.Milton Asir Harbour Master	0461-2352423 2372601	0461-2352287 2372612 9442286505
3	Assisting DC and HM in carryout the day to day routine office Administration in charge for Establishment of Marine Department	Assistant Secretary	2372605	0461-2352606 2372873
4	Overall in charge of Fire Service wing of Marine Department under Harbour Master	Shri. Jesudoss Livingston Safety Inspector Assistant Fire Officer (i/c)	2352289 2372622	9443871786
5	Navigational Aids	Shri.Jesuraja Soris AEE (Marine)	2352592 2372602	9003525710
6	In charge of Floating Craft division, Assisting the vessel and Tug movements day to day	Shri.Jesuraja Soris Assistant Marine Officer (i/c)	94896 59654	9003525710
7	Signal station interface between sea and land	Signal Bosan	2911893 2372220	9489659658

EDP Centre:-

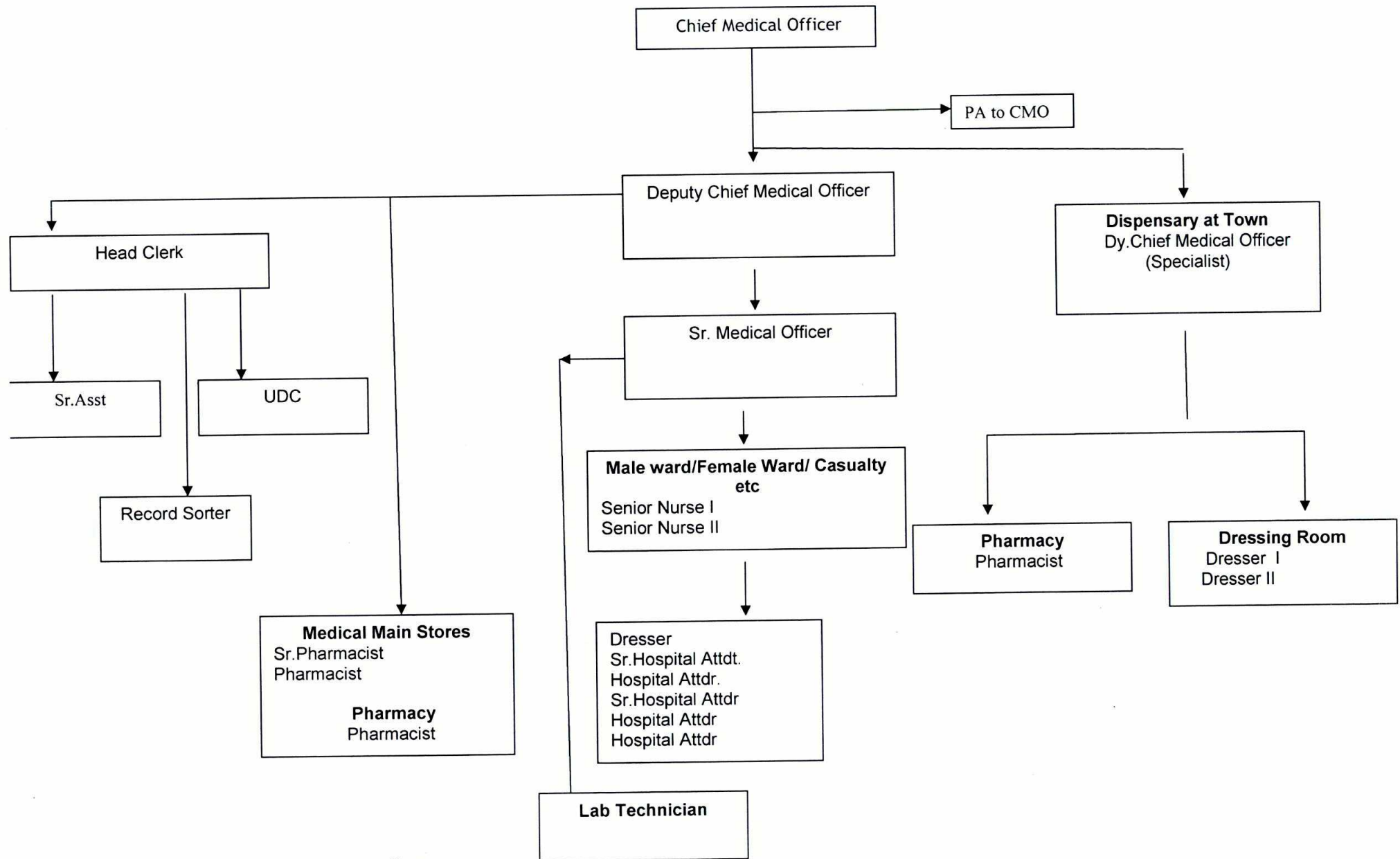
Sl. No	Name of each activity	Name & Designation of Officers (S) responsible	Contact Phone No.	
			Office	Residence
1	In charge of functioning Of EDP Centre	Shri R.Sathish Kumar, Sr. Deputy Director	2352091 2372150	2352501
2	Assisting for DD in functioning of EDP Centre	Smt. Selvaratna, Deputy Director	2372153	

Vigilance Department:-

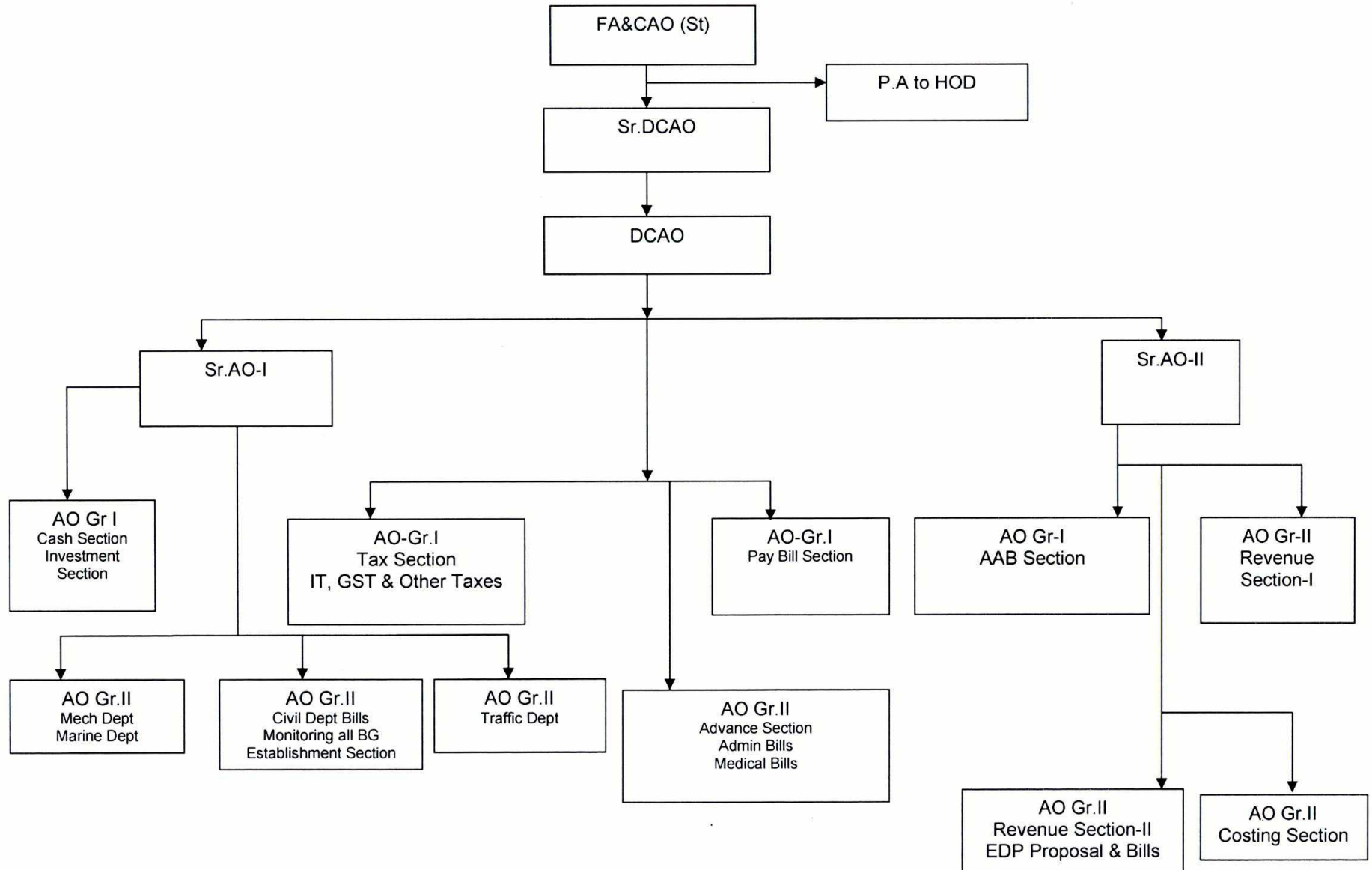
Sl. No	Name of each activity	Name & Designation of Officers (S) responsible	Contact Phone No.	
			Office	Residence
1	Overall control of Vigilance department	Chief Vigilance Officer	0461- 2352253 2372500	
2	Assisting CVO in the functioning of Vigilance Department	Shri.R.Balaji Retnam Dy. Chief Vigilance Officer	0461- 2353350 2372501	



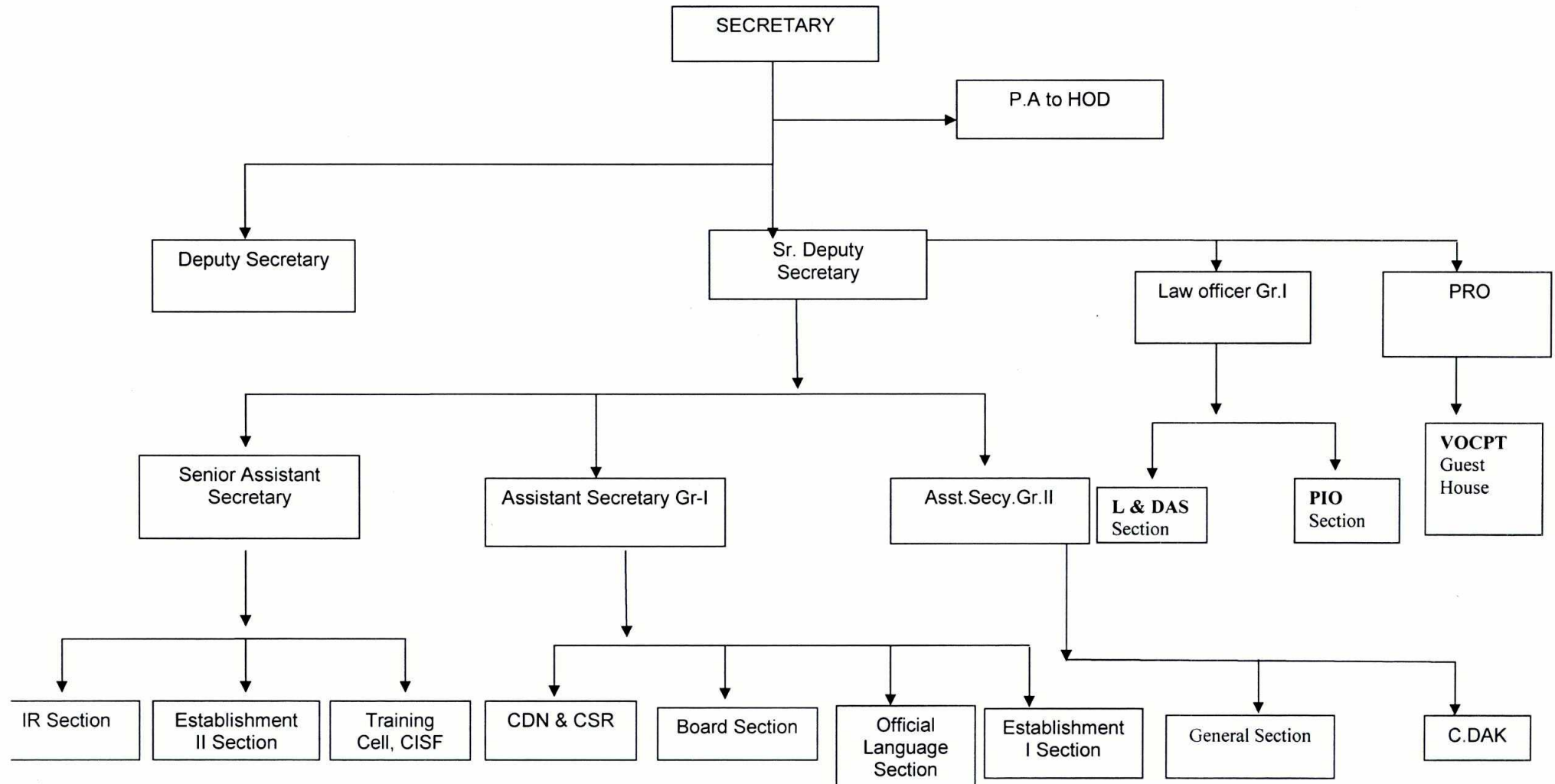
MEDICAL DEPARTMENT



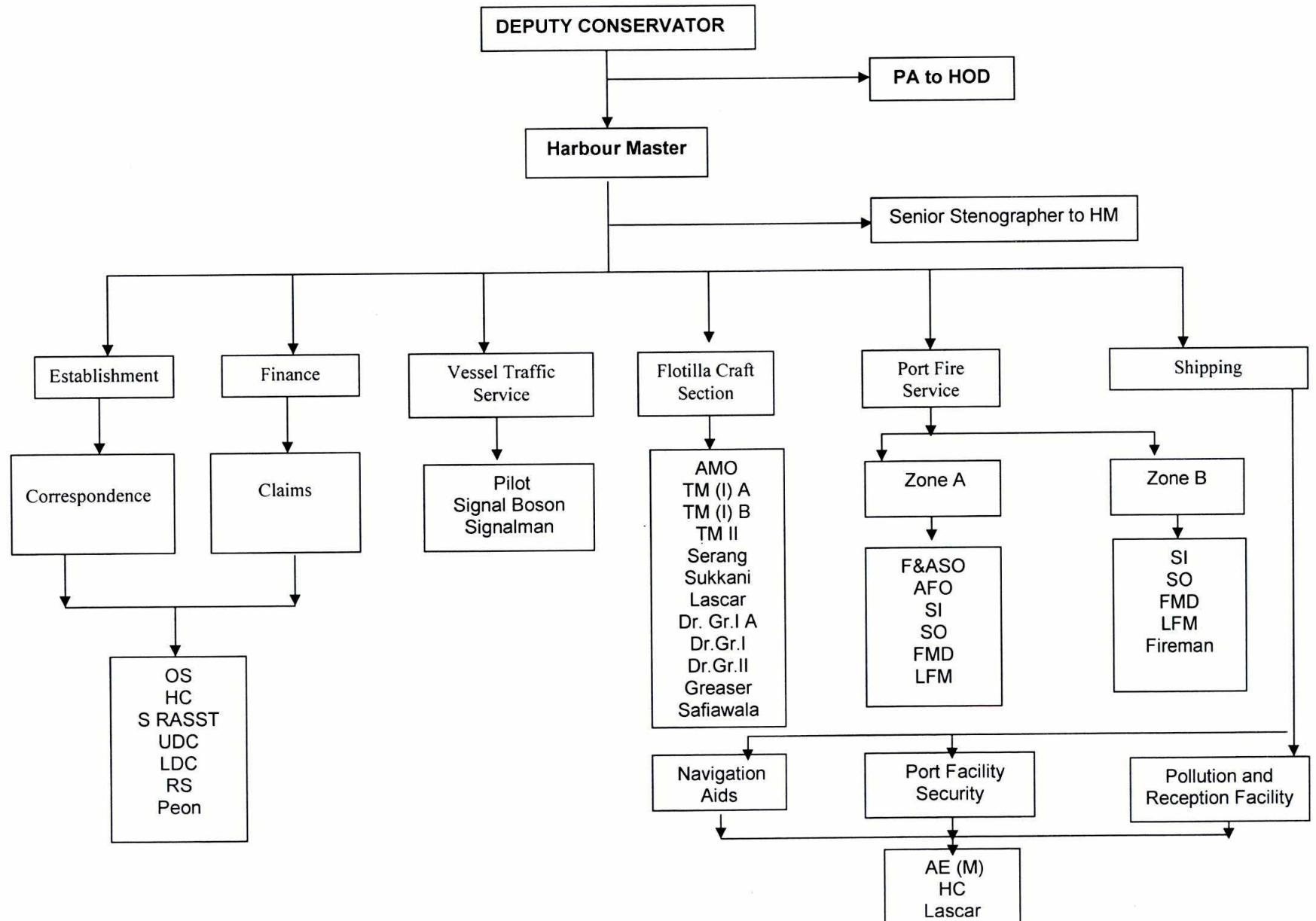
FINANCE DEPARTMENT

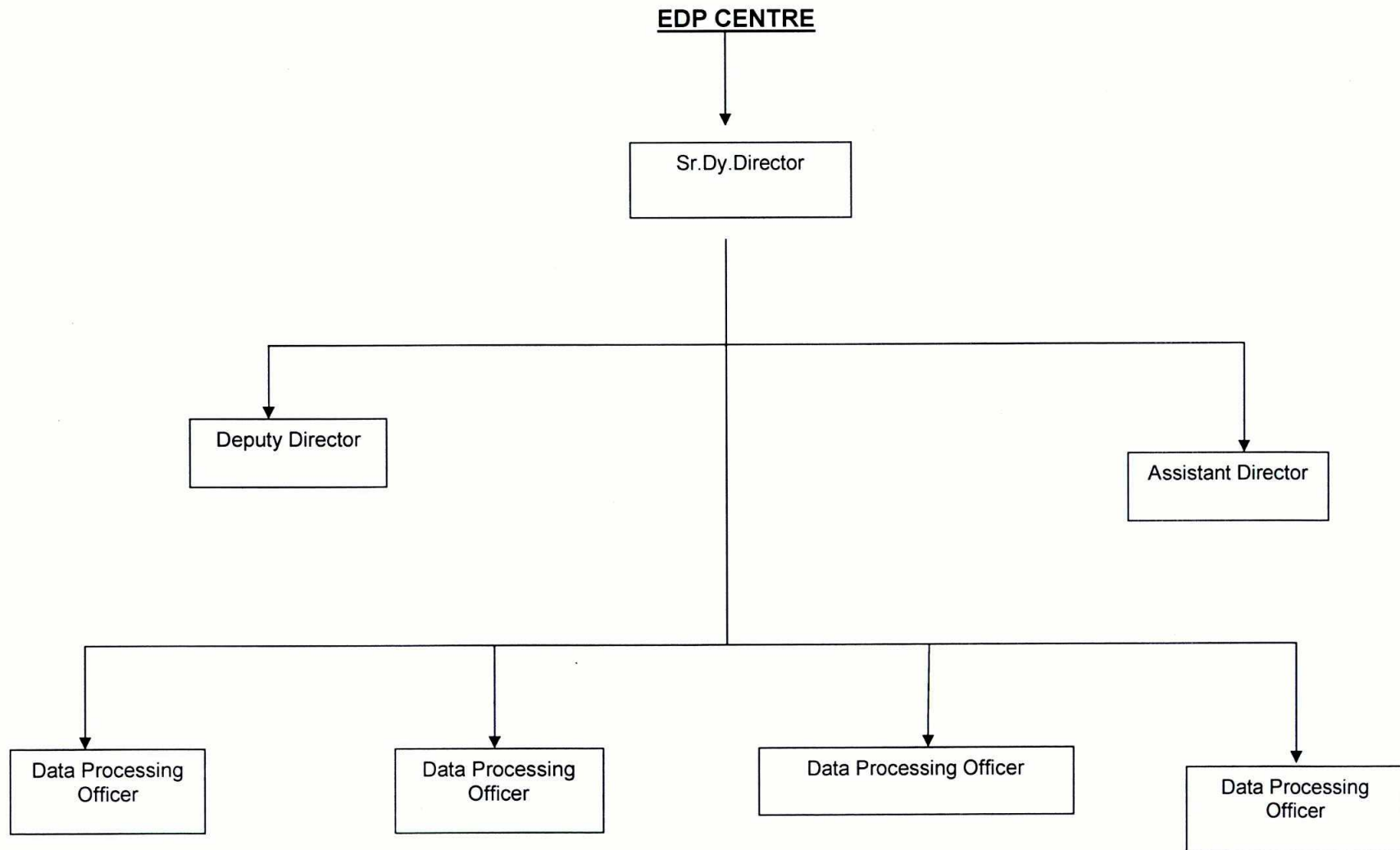


GENERAL ADMINISTRATION DEPARTMENT

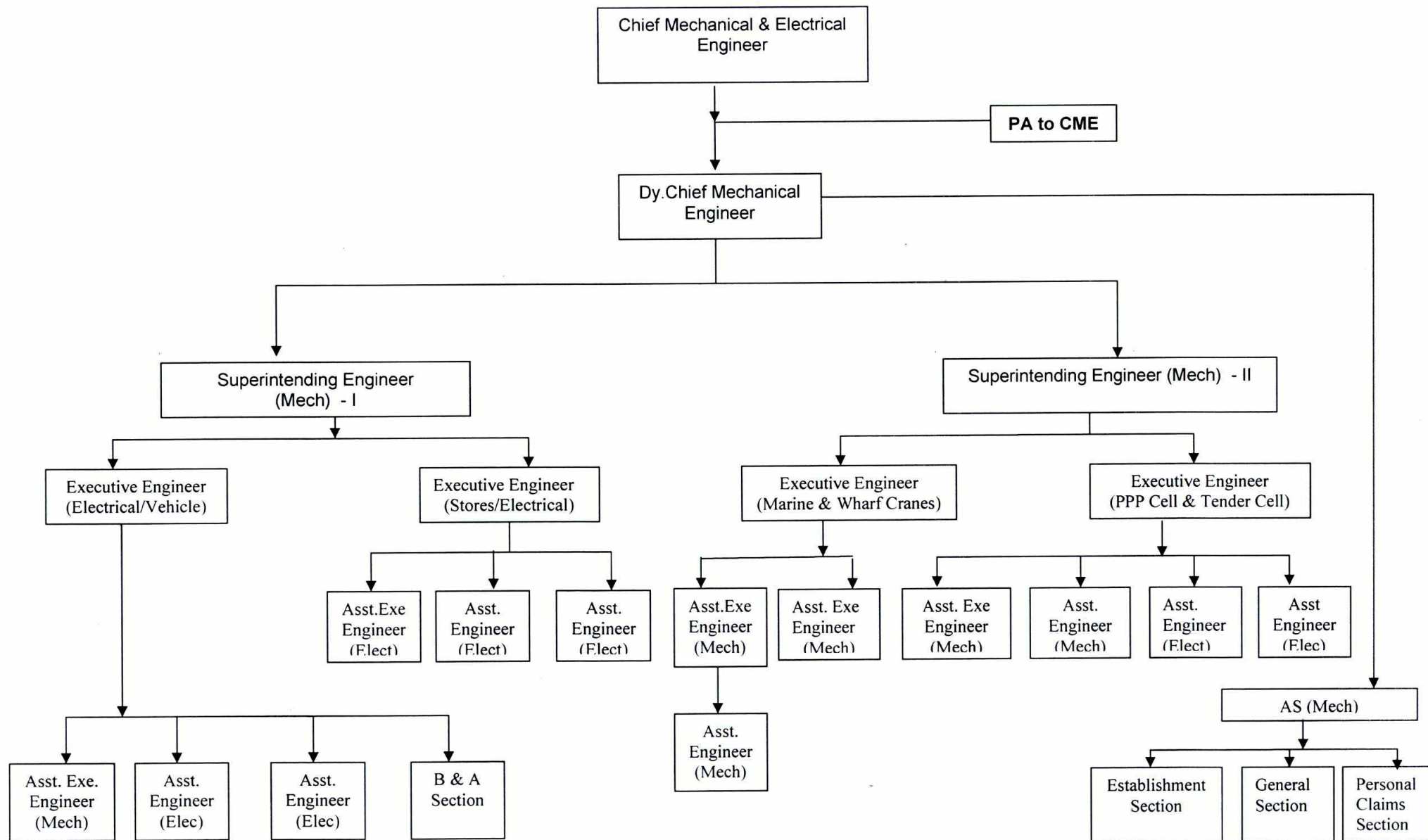


MARINE DEPARTMENT

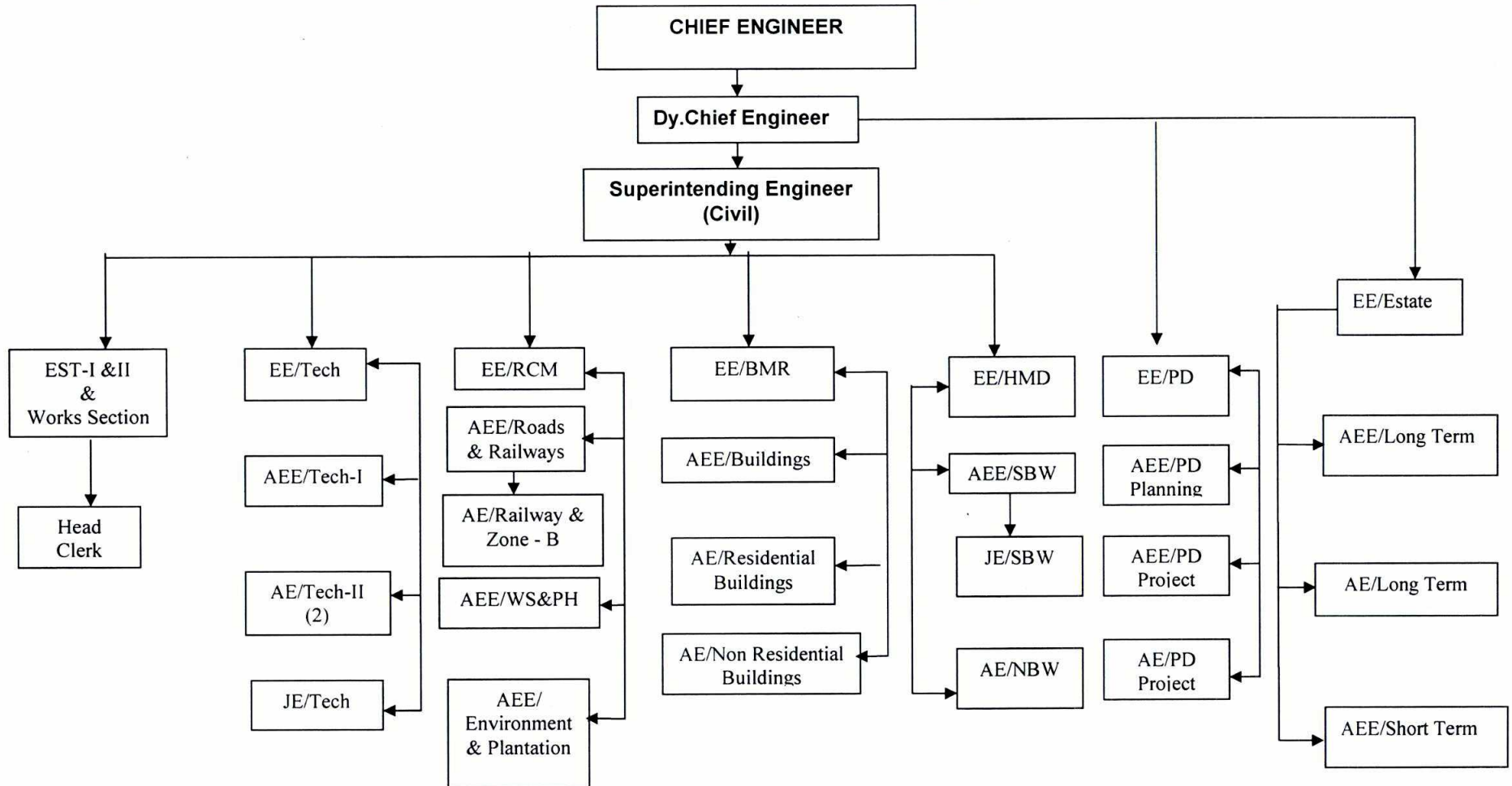




MECHANICAL & ELECTRICAL DEPARTMENT



CIVIL ENGINEERING DEPARTMENT



VIGILANCE DEPARTMENT

