



*This Charter
is a declaration
of our commitment
to render services
of Global Standards
to the
Shipping Fraternity*

Our Vision

To be the most preferred Port in South Asia offering services of global standards

Our Mission

To be a major partner in meeting the logistics requirements of the importers and exporters of the region.

Our Strengths

Tranquil deep water berths to handle cape size vessels and Suez max tankers

Efficient Port Railway system

Economic stevedoring cost

Dedicated facilities for bulk handling

Harmonious industrial relations

Quality service at optimum cost

Locational advantage for trading with Bangladesh, Myanmar, South East Asia, Far East and West coast of USA / Canada.

Safety, Health, Environment and Quality policy of the port:

The Port of Visakhapatnam is committed to provide prompt, efficient and safe services to ensure quick turn round of sea, rail and road borne cargo by:

- Implementing and continually improving the performance of occupational health and safety, environmental and quality management systems.
- Complying with the applicable legal requirements and other applicable requirements
- Preventing – injury and occupational ill health
- Preventing pollution to the environment by setting sound environmental objectives

- Enhancing customer satisfaction
- Ensuring promotion of awareness among the employees and the port users on safety, health, environment and quality.
- Making available this policy to the public, associated personnel and the interested parties.

Our Business Goals

- To upgrade outer harbour facilities to cater to 200,000 DWT vessels
- To modernize cargo transfer systems at par with the global standards.
- To facilitate navigation of Panamax vessels with 14 meters draft in the inner harbour
- To upgrade the logistics with special emphasis on Rail and Road connectivity and stack yard development
- To extend the scope of information technology to resource planning, EDI, e-banking and Port Community system.

Brief profile:

Visakhapatnam Port is located almost midway between Kolkata and Chennai on the East Coast of India and has been serving a vast hinterland. The Port was opened to ocean traffic on 7th October, 1933. The Port has three harbours viz., outer harbour, inner harbour and the fishing harbour. The outer harbour with a water spread of 200 hectares has 6 berths and the inner harbour with a water spread of 100 hectares has 18 berths. Bestowed with natural deep water basins, the outer harbour is capable of accommodating 150,000 DWT vessels and draft upto 17 meters. The inner harbour is capable of accommodating vessels upto 230 meters LOA and draft upto 11 meters.

The Port is governed by Board of Trustees under the Major Port Trust Act 1963 under the administrative control of the Ministry of Shipping, Road Transport and Highways, Government of India.

The Port handled a cargo throughput of 63.91 million tonnes during 2008-09. The Port railway system has a track length of 200 Kms., with 12 sidings and 17 open terminals. A record quantity of 33.94 million tonnes of cargo was moved by port railways during 2008-09.

V.P.T Berths:

Inner Harbour:

Berth	Permissible LOA (meters)	Permissible draft (meters)	Type
East Quay-1	167.64	10.06	Multipurpose
East Quay-2	167.64	10.06	Multipurpose
East Quay-3	167.64	10.06	Multipurpose
East Quay-4	231.00	10.06	Multipurpose
East Quay-5	167.64	10.21	Multipurpose
East Quay-6	182.90	10.21	Multipurpose
East Quay-7	255.00	11.00@	Multipurpose
Return End WQ-1	170.00	08.00	Multipurpose
West Quay-1	212.00	11.00@	Multipurpose
West Quay-2	226.70	11.00@	Multipurpose
West Quay-3	201.12	11.00@	Multipurpose
West Quay-4	243.00	11.00@	Multipurpose
West Quay-5	241.70	11.00@	Multipurpose
Oil Refinery wharf-1*	183.00	10.06@@	Captive for POL
Oil Refinery wharf-2*	183.00	09.75	Captive for POL
Fertiliser berth	173.13	10.06	Captive for Fertilisers

@ on raising tide of 0.85 meters @@ on raising tide of 0.91 meters.

* subject to 195 meters at one of the two berths

Outer Harbour:

Berth	Permissible LOA (meters)	Permissible draft (meters)	Tide (meters)	Type
Ore Berth-1	240.00	16.50	0.3	Captive for Iron ore and Pellets
Ore Berth-2	240.00	16.50	0.3	
Off Shore Tanker Terminal	378.00	17.00	0.5	Captive for Crude oil
LPG Jetty	340.92	13.00		Captive for LPG and POL
General-cum-Bulk cargo berth	326.00	14.50	0.5	Multipurpose upto 100,000 DWT
New Oil Mooring	220.00	15.00		Transshipment operations

Private operators Berths:

EQ-8 & EQ-9:

Two berths EQ-8 and EQ-9 in the inner harbour with berth lengths 255 meters each and permissible draft upto 11 meters on raising tide of 0.85 meters are operated by the BOT operator M/s Vizag Seaports Ltd. The facilities available at the berths include:

- Three Harbour Mobile Cranes with 35 CBM Grabs

- Paved Stockpile Area with storage capacity of 200,000 Tonnes.
- Heavy duty 15 CBM Grabs for loading and discharge of heavier cargo viz., Iron ore, Limestone, Manganese ore etc.
- Bulk material handling system comprising of mobile hoppers, stacker-reclaimers, belt conveyors and wagon loaders.

M/s.Vizag Seaport Pvt., Ltd (www.vizagseaport.com) may be contacted for further details.

Container terminal:

Located in the outer harbour of the Visakhapatnam Port, the container terminal of 449 meters linear quay and 14.5 meters draft enables direct berthing of super large container vessels of even 9000-TEU capacity.

Equipment and facilities available at the container terminal include:

- 2 nos RMQC's and 2 nos RTGC's.
- 4 nos Reach stackers (45 Ton capacity and 10 ton capacity)
- 1500 TEUs ground slots
- Two Railway sidings close to CY for ICD
- 132 nos. Reefer points
- 5 lane fully computerised gate complex
- One Forklift - 5 Ton capacity
- 16 nos Internal Transfer Vehicles (ITV)

The container handling activities are entrusted to M/s. Visakha Container Terminal Pvt., Ltd., on BOT basis.

M/s.Visakha Container Terminal Pvt., Ltd. (www.vctpl.com) may be contacted for further details.

Services Offered

The Port is committed to provide the following services at optimum cost, maintaining total transparency in all its operations:

Marine services:

- Maintenance of harbour basin to the required depths. (Dredging services are provided to Navy/Coast Guard/Hindustan Ship Yard and BOT berths as and when requested).
- Pilotage, berthing/un-berthing of vessels.

Permissible vessel dimensions - Inner Harbour:

(meters)

Description	LOA	Beam	Draft	Tide
Day light arrivals/ departures	Panamax	32.50	10.80	0.82
	195	32.26	11.00	0.85
Night restrictions				
a) arrivals	195	32.26	10.10	--
b) departures	195	32.26	11.00	0.85

Night arrivals:

1. Vessels of LOA 186-195 meters or beam more than 32.2 meters are handled by two pilots.
2. Gas tankers(Ammonia/LPG) are berthed during day light only.

Night departures:

1. Vessels of beam more than 32 meters are sailed during night with two pilots. Ammonia tankers with cargo can be sailed during night with two pilots

Permissible vessel dimensions - Outer Harbour:

(meters)

Description	LOA	Beam	Draft	Tide
OSTT	280	48.00	17.0	0.5
Ore berth	270	48.00	16.5	0.3
MPB (VCT)	280	42.00	14.5	
GCB	Upto 100,000 DWT		14.5	0.5
NOM	250	48.00	15.0	
LPG	220	42.00	13.0	

Night arrivals:

1. Tankers are berthed at OSTT with two pilots
2. Vessels with 75,000 DWT and above are berthed at OB-1&2, GCB & LPG with two pilots
3. Berthing, double banking and un-berthing of mother tankers at NOM is restricted to day light only

Night departures:

Mother tankers from NOM are handled during day light only

Flotilla:

Five shipping tugs (50 T. Cap – 2; 30 T. Cap -3) are available for attending to the shipping movements. One Grab Hopper Dredger Sagar Durga with 500 m³ hopper capacity is deployed for maintenance of port waters from 0600 hrs., to 2200 hrs.

Dy.Conservator may be contacted for issues relating to marine services.

Cargo handling:

Transparent allotment of berths on first come – first serve basis.

The details of priorities/ousting priorities according to order of priority are as under:

- Passenger vessel is berthed on priority/ousting priority
- Vessels which can complete loading/un-loading operations within 24 hours
- Vessels which can complete loading/unloading operations within 48 hours
- Vessels calling under “Liner Terms”
- Vessels carrying phosphoric acid consigned to M/s.GFCL are given ousting priority for berthing at EQ-6/EQ-7 berths.
- Vessels arriving on account of M/s.NALCO for discharging caustic soda and for loading Alumina powder are given ousting priority for berthing at WQ-5 berth.
- Ousting priority/priority is given to cargoes for which the Government may be issuing orders from time to time (Coastal vessels, finished fertilizers, sugar etc.) Priority berthing to coastal vessels is extended to all types of vessels except Iron ore/pellets loaded through mechanical system.
- One berth is allotted on priority in respect of the following in the order of arrival:
 - a) Finished fertilisers
 - b) Foodgrains including sugar and CARE consignments
 - c) Steel exports
 - d) All other export cargoes not covered above
 - e) All import cargoes not covered above
- Priority for iron ore/pellets vessels of 75,000 DWT and above for mechanical loading at ore berth subject to loading full quantity
- Vessels of exporters/importers who handled above one million tonnes of cargo in the preceding year will be accorded priority without prejudice to their vessels which are already working

The cargo handling services are provided with the following commitments:

Activity	Benchmark
Supply of cargo handling equipment	30 minutes from the beginning of the shift of requisition.
Supply of labour	30 minutes from the beginning of the shift of requisition.
Issue the out turn of the vessels	within 15 days from the date of berthing of the vessel.
Rendering bills for equipment charges	within 5 working days from the date of rendering of services
Activity	Benchmark
Finalisation of demurrage charges	within 5 working days of delivery / shipment of cargo

Activity	Benchmark
Issue of new stevedoring license / renewal	within 15 days after submission of all relevant documents
Issue of other licenses like chandelling, ship repairs, professional	within 15 days after submission of all relevant documents
Issue of entry passes for material, men and vehicles	within 3 working days.

Cargo handling equipment:

Requisition for allotment of the equipment may be made in the prescribed proforma (www.vizagport.com/cranes.pdf) to the Dock Inspector(G) of Traffic Department. The Port is equipped with the following cargo handling equipment:

Type of equipment	Nos. available
Harbour mobile cranes – 140 T rated cap.	2
Electric Wharf Cranes - 10 T cap.	10
Electric Wharf Cranes - 15 T cap.	10
Electric Wharf Cranes - 20 T cap.	4
Floating crane (Bheema) - 140 T cap.	1
Floating crane (Hanuman) - 55 T cap.	1
Harbour mobile cranes – 104 T cap.*	3
Locomotives – 1400 HP	9
Locomotives – 1430 HP	7
Locomotives – 3100 HP	2

* with the BOT operator

Traffic Manager may be contacted for issues relating to cargo handling activities

Mechanised tipping, stacking and loading of iron ore and pellets through ore handling plant:

The ore handling complex comprises of two systems viz., receiving system and shipping system.

Receiving system(receipt of ore and stack piling) consists of the following:

S.No.	Name of equipments	Capacity
1.	Twin wagon Tippler (Rotor type, East and West tippers)	a) 27 tip's per hour b) 120 tons gross weight c) Tip angle –140 degree (max)
2.	Third wagon tippler (Rotary type)	a) 30 tipp's per hour b) 120 tons gross weight c) Tip angle:160 degree (max)
3.	Stacker – I (MAMC make)	a) 2700 TPH
4.	Stacker-III(Thyssen krupp)	a) 2700 TPH
5.	7 nos. Locomotive Engines	a) Each of 1350 HP
6.	Omega crane	a) 40 Tonnes

- Stockpile capacity - a) 12 lakh MTs (East , middle , West,
West of West plots)
stack piled by VPT Stackers
- b) 6 lakhs MTs (exclusively for Essar
Pellets from plot 5
and plot 6 of M/s Essar)

Shipping system(shipment of iron ore and pellets from stack pile) consists of the following:

S.No.	Name of equipment & Make	Capacity
1	Reclaimer II (MAMC make)	4000 TPH
2	Reclaimer III (Elecon make)	4000 TPH
3	Reclaimer IV (L & T make)	4000 TPH
4	Ship loader (IHI ,Japan)	8000 TPH

Mechanised handling facilities for tripling, stacking and loading of Iron ore and iron pellets with the following commitments:

- Receive, tipple and return rakes within 7 ½ hrs. subject to arrival of rakes with one hour gap
- Provide the following loading rates to different vessel sizes:
(in tonnes)

Parcel size	Rate of loading*
Upto 30,000	24,500
30 – 40,000	26,000
40 – 75,000	37,500
Above 75,000	50,000

* Subject to compliance of cargo quality and specifications.

Chief Mechanical Engineer may be contacted for issues relating to Mechanised iron ore handling facilities.

Dry dock facilities

The following two dry docks are available at the Port:

Description	ORS dry dock	FH dry dock
Length in meters	140.00	65.00
Width in meters	18.28	21.00
Depth in meters	5.60	6.00

Repairs to vessels/crafts at the dry docks are carried out within the time as agreed upon by the customer and the Port on job-to-job basis as per nature of service.

Chief Mechanical Engineer may be contacted for issues relating to dry dock facilities

Land allotment:

Allotment of land inside customs barrier shall be made only for activities directly related to Port operations on license basis.

Land outside custom bound area can be allotted either on license or lease basis, based on the applicable land policy.

Traffic Manager may be contacted for issues relating to short-term land allotment on weekly licensing basis.

Chief Engineer may be contacted for issues relating to land allotment on long term lease basis.

Maintenance of Civil Structures, Roads, bridges, drains etc:

Construction and regular maintenance of Jetties, wharves, ware houses, buildings, bridges, roads and drains, break waters, railway tracks etc., is done for hassle free movement of cargo.

Chief Engineer may be contacted for issues relating to maintenance of Civil structures, roads, bridges, drains etc.

Environment Management:

The Port is implementing Environmental Management Plan in accordance with the requirements of ISO 14001-2004. The measures being implemented to mitigate dust, water, noise and land pollution are:

- Maintaining harbour waters as per CPCB (Central Pollution Control Board) standards.
- Providing pollution response equipment i.e., oil boom etc., for tankers berthed at OR-1 and 2.
- Controlling air pollution as per APPCB.
- Minimise air pollution by undertaking plantation.
- Development of green belt for maintenance of ecological balance.
- Cleaning roads by sweeping.
- Widening and carpeting of roads for movement of heavy cargo vehicles
- Covering of the conveyor passing through the township.

Chief Engineer may be contacted for issues relating to environment management.

Water supply:

Fresh water is being supplied by VPT barge/ licensed barge/ road tankers licensed by the Port, shore pipeline at OR-1 and 2 berths on requisition. Water will be supplied to vessels on first-come-first serve basis with priority to vessels in the order of sailing.

Requisition for supply of water to vessels is to be submitted to the Dy.Conservator.

Bunker supply:

Bunker barges licensed by the Port are available for supplying bunkers to vessels both in Harbour and at Anchorage. Bunkers will be supplied to vessels on first-come-first serve basis with priority to vessels in the order of sailing.

Requisition for supply of bunkers to vessels is to be submitted to the Traffic Manager.

Other facilities:

Embarkation and disembarkation of passengers and service connected with passenger terminal

Garbage from vessels is being collected by licensed firms as per Ship's Masters request

Waste oil and dirty oil are collected by barges/ tankers by licensed firms

Traffic Manager may be contacted for issues relating to other activities.

Fire fighting:

Services provided by fire service section include:

- fire fighting requirements of the Port.
- stand by arrangements while handling hazardous cargoes like Ammonium Nitrate, Sulphuric Acid, LPG etc.
- assistance to AP Fire service and other companies in the event of major disasters
- rescue operations in the event of disasters.
- imparting awareness to the employees on the usage of different types of extinguishers
- moving fire tenders within 30 seconds on receipt of a fire call

One fire float (Agni Class-I) of 32.9 meters LOA is available.

The Dy.Conservator may be contacted for issues relating to fire services.

Security coverage:

The Port is ISPS compliant. The designated PFSO is the Dy.Conservator.

Tariff

The services offered by the Port are charged as per the Scale of Rates (www.vizagport.com/draftsor.pdf) approved from time to time by the TAMP (Tariff Authority for Major Ports).

Auditorium and Kalyanamandapam and walker passes:

Facility for booking the Auditorium and Kalyanamandapam and issue of passes to walkers in the Nehru Place exists. Applications for booking/allotment may be sent to the Secretary, Visakhapatnam Port Trust. The allotment procedure and Tariff is given at Annexure-1.

Grievance redressal mechanism:

A Computerised online Public Grievance Lodging and Monitoring System (CPGRAMS) for Ministries/Departments/Organisations of the Government of India, is provided by the Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances & Pensions at <http://pgportal.gov.in>.

The Port has an effective grievance procedure for settling individual grievance of the employees of the organization. The procedure for presenting and time frame for settling the grievances at different levels is as under:

- An aggrieved employee shall first present his grievance verbally in person or in writing to the section officer designated by the Head of the Department (HOD). Answer shall be given by the officer within 3 days.
- If not satisfied with the decision/fails to receive the answer, he shall either in person or accompanied by a co-employee, present his grievance to the HOD during the fixed time prescribed. HOD shall give answer within 7 days. If action cannot be taken within stipulated period reason for delay should be recorded.
- If the decision of the HOD is not acceptable, employee can submit his representation to the Dy.Chairman through a Personnel Officer (PO) taking the assistance of the Union representative if required. The PO will process and put the

case to the Dy.Chairman within one week. Employee will be informed of the decision of Dy.Chairman with a fortnight.

- Time limit within which an appeal shall be made from one stage to the other is 3 days excluding public holidays.
- A grievance shall be presumed to assume the form of a dispute only when the final decision of the Dy.Chairman, through the PO in respect of the grievance is not acceptable to the employee, and then only the Union may take up the issue.
- In the case of any grievance arising out of disciplinary action against an employee, the above mentioned procedure shall not apply and the employee shall have the right to appeal against such penalties only under the Statutory Rules.

Important contacts:

S.No	Name & Designation	Department	Contact	Issues
1.	Sri K.V.Gupta Financial Adviser and Chief Accounts Officer	Accounts	2873500 9848608185	Finance
2.	Sri G.S.S.Kumar Sr.Dy.FA&CAO	Accounts	2873222 9948883280	Cash manage- ment, payment of bills and Establishment matters
3.	Sri A.Ramakrishna Sr.Dy.FA&CAO Nodal officer for CPENGRAMS	Accounts	2873228 9948883278	Pension and annual accounts
4.	Sri K.S.D.Dattu Raju Traffic Manager	Traffic	2873900 9848159403	Cargo handling, Fishing Harbour, Port Railways, Passenger services, Land allotment, Issue of passes, Bunkers
5.	Sri B.Vijaya Sagar Docks Manager	Traffic	2873706 9848197596	Cargo handling operations on board and on shore of labour of Cargo Handling Division
6.	Dr.K.Satyanarayana Rao Docks Manager	Traffic	2873707 9848017428	Railway operations & railway commercial
7.	Sri G.J.D.Vandanam Docks Manager & Nodal Officer for Citizen's charter and Information Facilitation Counter	Traffic	2873713 9848185846	Shipping operations, logistics , cargo handling, Passenger services, Land allotment, Bunkers
8.	Capt S.Mathur, Dy.Conservator & PFSO	Marine	2875500 9848190796	Marine services
9.	Capt V.Ram Prasad Harbour Master	Marine	2875503 9848029484	Marine services
10.	Sri K.Ramachandra Rao Chief Engineer	Civil Engineering	2565289 9848190797	Maintenance of civil structures, environmental issues

S.No	Name & Designation	Department	Contact	Issues
11.	Sri D.S.N.Raju Dy.Chief Engineer	Civil Engineering	2873344 9948298319	Railways, environment, maintenance, marine works and special works
10.	Smt.A.Vijaya Kumari Dy.Chief Engineer	Civil Engineering	2873335 9948298320	Maintenance of civil works, projects, designs, planning and contract purchase and estate
11.	Sri S.F.Mumford Chief Mechanical Engineer and Chief Materials Manager i/c	Mechanical Engineering & Materials Management	2873400 9848121895	Ore handling plant, cargo handling equipment, Mechanical Engineering, dry dock
12.	Sri K.R.Sudhakar Dy.Chief Mechanical Engineer	Mechanical Engineering	2873209 9848197593	Mechanical Engineering
13.	Sri K.Venkata Rao Plant Manager	Mechanical Engineering	2875804 9948298301	Ore Handling Plant
14.	Smt.Y.Jayanthi Director(R&P)i/c	Research and Planning	2873200 9848029480	Information Technology, Research studies, MIS
15.	Sri K.Rajendra Kumar Dy.Director(ITS)	Research and Planning	2873422 9948883272	Information Technology
16.	Sri.D.Naresh Kumar Secretary	Administra-tion & personnel	2873800 9848194119	Personnel, Auditorium, kalyana-mandapam
17.	Sri T.Venugopal Personnel Officer and Nodal Officer for CPGRAMS	Personnel	2873133 9849609657	Public Grievance Redressal
18.	Sri Prabodh Chandra Commandant CISF	Central Industrial Security Force	2566520 9848190120	Industrial Security

ALLOTMENT PROCEDURE AND TARIFF

KALAVANI AUDITORIUM (including KALA JYOTHI)	VPT & DLB EMPLOYEES	RETIRED EMPLOYEES	OUT SIDERS
<u>Allotment procedure</u>	For functions etc. (6 AM to 6 AM). Booking allowed 3 Months in advance	For functions etc. (6 AM to 6 AM). Booking allowed 2 months in advance	For functions, meetings, seminars etc. (6 AM to 6 AM). Booking allowed 2 Months in advance
<u>Tariff</u>			
Hire charges	Rs.10,000	Rs.17,500/-	Upto 8 hours Rs.15,000/- Upto 12 hours Rs.27,000/- One day Rs.35,000/-
Caution Deposit	Rs.25,000/-	Rs.30,000/-	Rs.25,000/-
Maint. charges	Rs.1,000/-	Rs.1,000/-	Rs.1,000/-
Taxes, Power & Water	Actuals	Actuals	Actuals
KALA JYOTHI OPEN AIR AUDITORIUM	PORT & DLB EMPLOYEES	OUT SIDERS	
Hire charges	Rs.1000/-	Rs.2000/-	
Caution deposit	Rs.1000/-	Rs.10000/-	
Maintenance	Rs.1000/-	Rs.1000/-	
RAJEEV GANDHI INDOOR STADIUM	SPORTS (WITH AC)	SPORTS (WITH OUT AC)	For Meeting and Cultural Programmes.
Hire charges	Rs.7,500/-	Rs.30,000/-	Rs.50,000
Maintenance	Rs.1000/- Maint.	Rs.1,000/-	Rs.50,000
Caution deposit	Rs.10,000/-	Rs.40,000/-	Rs.5000/-
Electricity, Water	Actual charges	Actual charges	Actual charges
DIMOND JUBLEE OUT DOOR STADIUM	OUTSIDERS FOR SPORTS ACTIVITIES	FILM SHOOTING /TV SHOOTING	
Hire charges	Rs.2000/-	Rs.50,000/-	
Caution deposit	Rs.2000/-	RS.50,000/-	
Maintenance	Rs.1000/-	Rs.5000/-	

S.G.PURAM PLAY GROUND - Rs.100/- for outsiders for one day	
WALKER PASSES AT NEHRU PLACE	Rs.10/- for dependents of employees once in a life time Rs.60/- for 3 months for outsiders Rs.50/- for Senior citizen above 65 years for one year Rs.50/- for Sportsman for one year
SRI SEETHARAMA KALAYANA .MANDAPAM.	PORT/DLB EMPLOYEES (Self & Dependent Children) Booking allowed 6 months in advance Rs.1250/- Rs.7000/- Actuals 12.36%
<u>Allotment procedure</u> Hire charges Caution Deposit Electricity, Water and Gas Service tax on hire charge	Booking allowed 2 months in advance Rs.10,000- Rs.10000/- Actuals 12.36%
SAGARI OPEN AIR THEATER	OTHERS Booking allowed 2 months in advance. (Sagari open air theatre is not allowed for booking on the dates on which the Sri Seetharama Kalyana Mandapam is booked by any party. However allotment is made with the concurrence of the party who has booked Sri Seetharama Kalyana Mandapam in case of emergencies. Rs.625/- Rs.1000/- Actuals
Hire charges Caution deposit Electricity	Rs.625/- Rs.1000/- Actuals