


V.O.CHIDAMBARANAR PORT TRUST

INTEGRATED MANAGEMENT SYSTEM(IMS)

ISO 9001:2015; ISO 14001:2015 & BS OHSAS 18001:2007

TRAFFIC DEPARTMENT COMMERCIAL SECTION (COM) MANUAL

ISSUE NO.2 DATE : 24.05.2019

| | |
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| Originated by : Document Controller | Issue No. : 2 |
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| Approved by :  Traffic Manager | Page No. : 1 of 1 |
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| 20 | Common-Follow up action on Internal Audit and NCR, Follow up action on External Audit. | |

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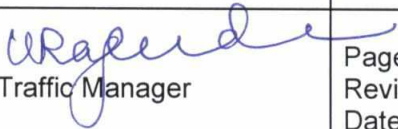
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LIST OF RECIPIENTS

| SI.NO | NAME OF THE RECIPIENTS | CONTROLLED COPY NO |
|-------|--------------------------------------|--|
| 1. | TRAFFIC MANAGER | Controlled Copy to all through Internet system only |
| 2. | SR. DEPUTY TRAFFIC MANAGER | |
| 3. | DEPUTY TRAFFIC MANAGER | |
| 4. | SR. ASSISTANT TRAFFIC MANAGER | |
| 5. | ASSISTANT TRAFFIC MANAGER | |
| 6. | MANAGEMENT REPRESENTATIVE (ISO CELL) | |

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REVISION SHEET

I. Issue Status :

| Sl. No. | Issue No. | Date | Reasons for Re-issue |
|---------|-----------|------------|--|
| 1 | 1 | 05.07.2017 | Change of Manual after IMS implementation Up gradation & Integration of QMS(9001:2015), EMS(14001:2015), OHSAS(18001:2007) |
| 2 | 2 | 24.05.2019 | Changes in Internal Work flow & Procedures |

II. Revision Status of Issue No.2 dated : 24.05.2019

| Sl. No. | Page No. | Section | Revision | | Remarks |
|---------|----------|---------|----------|------|---------|
| | | | No. | Date | |
| 1 | | | | | |
| 2 | | | | | |
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**V.O. CHIDAMBARANAR PORT TRUST
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**COMMERCIAL SECTION(COM) MANUAL
Scope, IMS Policy & Objective**

SCOPE

Commercial Section is responsible to

1. Scale of rates Revision / Amendment
2. Remission / Waiver of Demurrage & Rental charges.
3. Issue of permission for taking photography, Videography, and film shooting.
4. Maintaining of vessel files.
5. Attending to audit para related to cargo related charges and to arrange for recovery of short collection if any and closing of unadjusted deposit towards cargo related services.
6. Disposal of Uncleared / Unclaimed cargoes.

IMS POLICY OF THE PORT

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

- Ensuring quality service to EXIM Trade, by adhering 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 motivation and empowerment with social responsibility towards the progress of the Nation.

IMS OBJECTIVE OF THE DEPARTMENT

QMS

To ensure the parameters of Average Pre-Berthing Detention Time, Ship Berth Day Output, Turn Round Time of vessels and over all-Idle Time of ships at berth are within the norms (RFD) fixed by Ministry for the year.

EMS

To ensure reduction of paper and to conserve energy

OHSAS

To ensure prevention of ill health and injury.

IMS OBJECTIVE OF THE SECTION

QMS


To issue permission for taking photograph, video graph, waiver of rental/demurrage charges and amendment in SoR within the bench mark.

EMS

To ensure reduction of paper and to conserve energy.

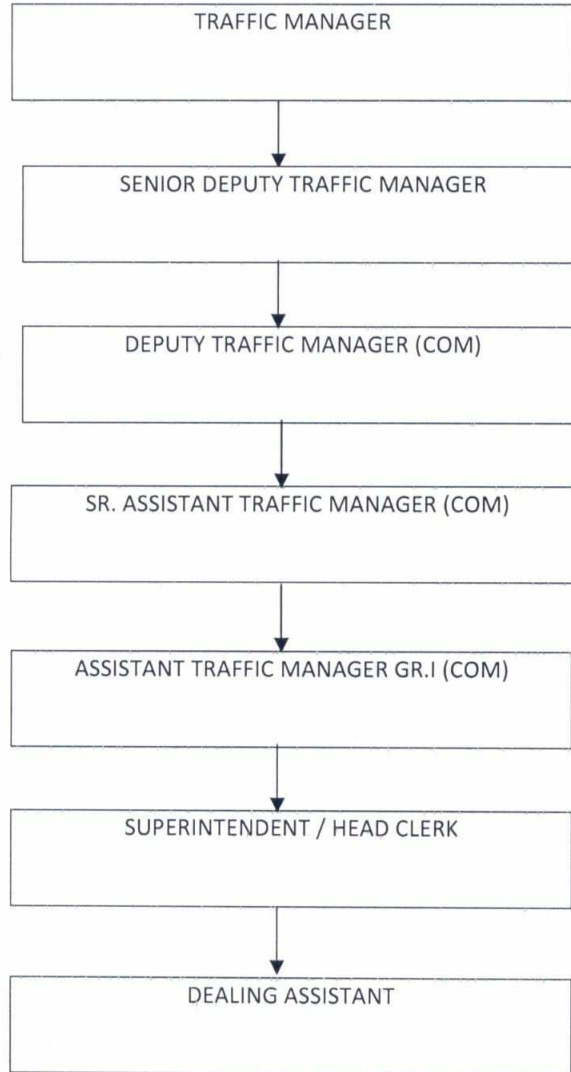
OHSAS

To ensure prevention of ill health and injury.

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ORGANISATION CHART




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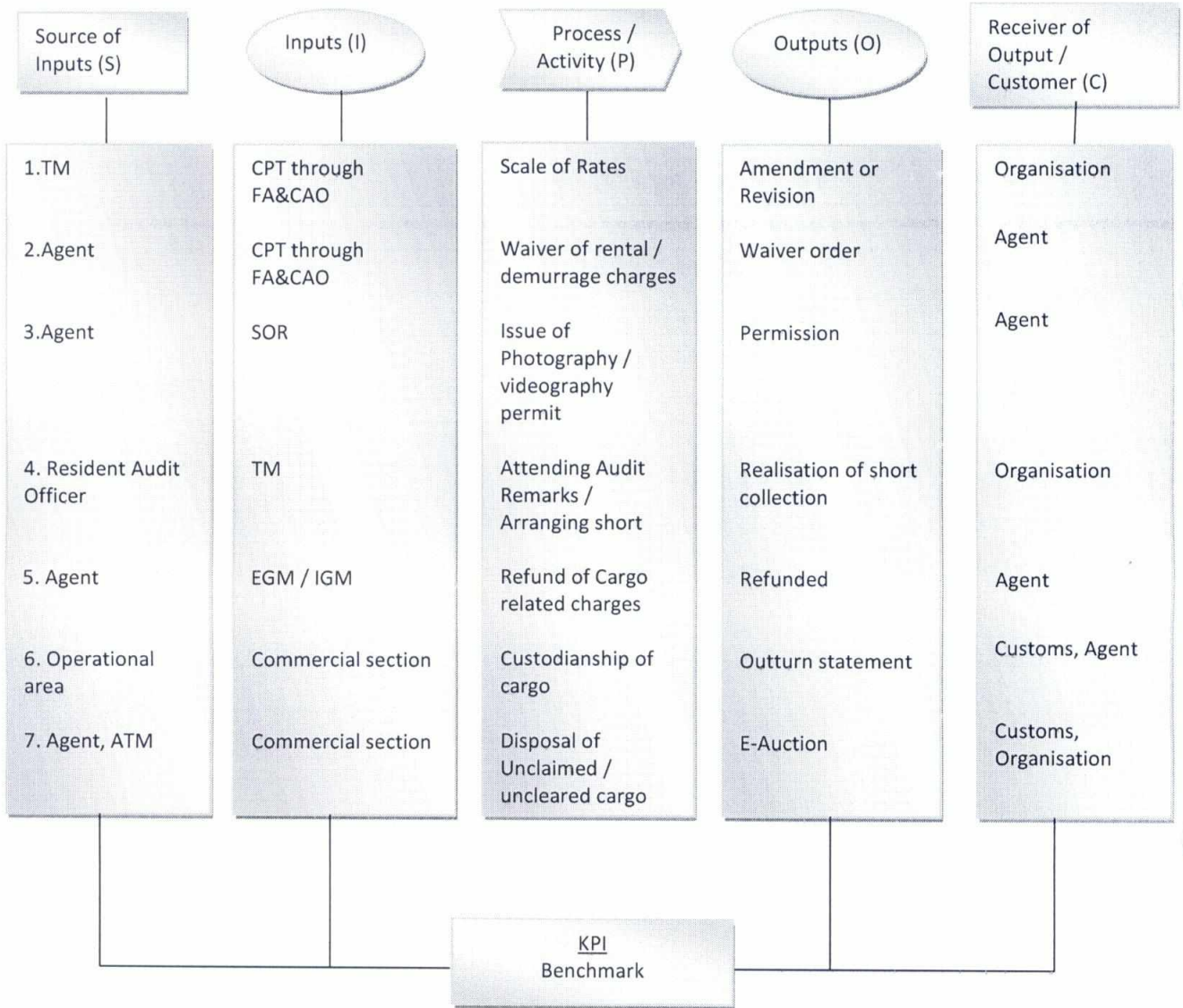
ABBREVIATIONS

| | |
|--------------|----------------------------------|
| VOCPT | V O Chidambaranar Port Trust |
| TAMP | Tariff Authority for Major Ports |
| CPT | Chairman, Port Trust |
| DYCPT | Deputy Chairman, Port Trust |
| TM | Traffic Manager |
| SRDTM | Senior Deputy Traffic Manager |
| DTM | Deputy Traffic Manager |
| SRATM | Senior Assistant Traffic Manager |
| ATM | Assistant Traffic Manager |
| AO (Rev) | Accounts Officer (Revenue) |
| Supdt. | Superintendent |
| HC | Head Clerk |
| SoR | Scale of Rates |
| ERP | Enterprise Resource Planning |
| e-PIS | ERP - Port Information System. |

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SIPOC




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Interested Parties

4.2 Understanding the requirements of the Interested parties

| Interested Parties | Requirements |
|---------------------------|--|
| Agent | Waiver Order, Permissions, Outturn Statement |
| Customs | E-Auction, Out turn Statement |

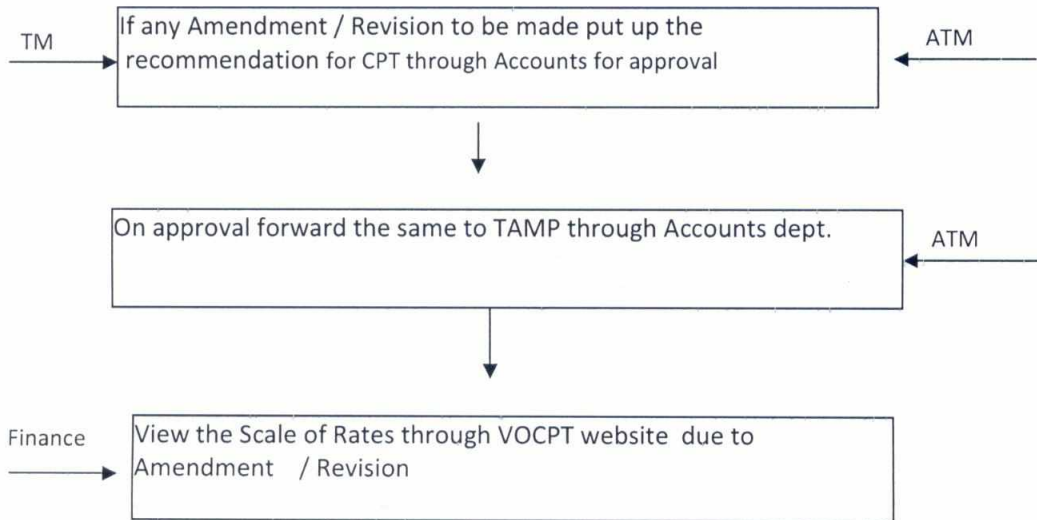
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COMMERCIAL SECTION(COM) MANUAL

TITLE: Scale of Rates

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT

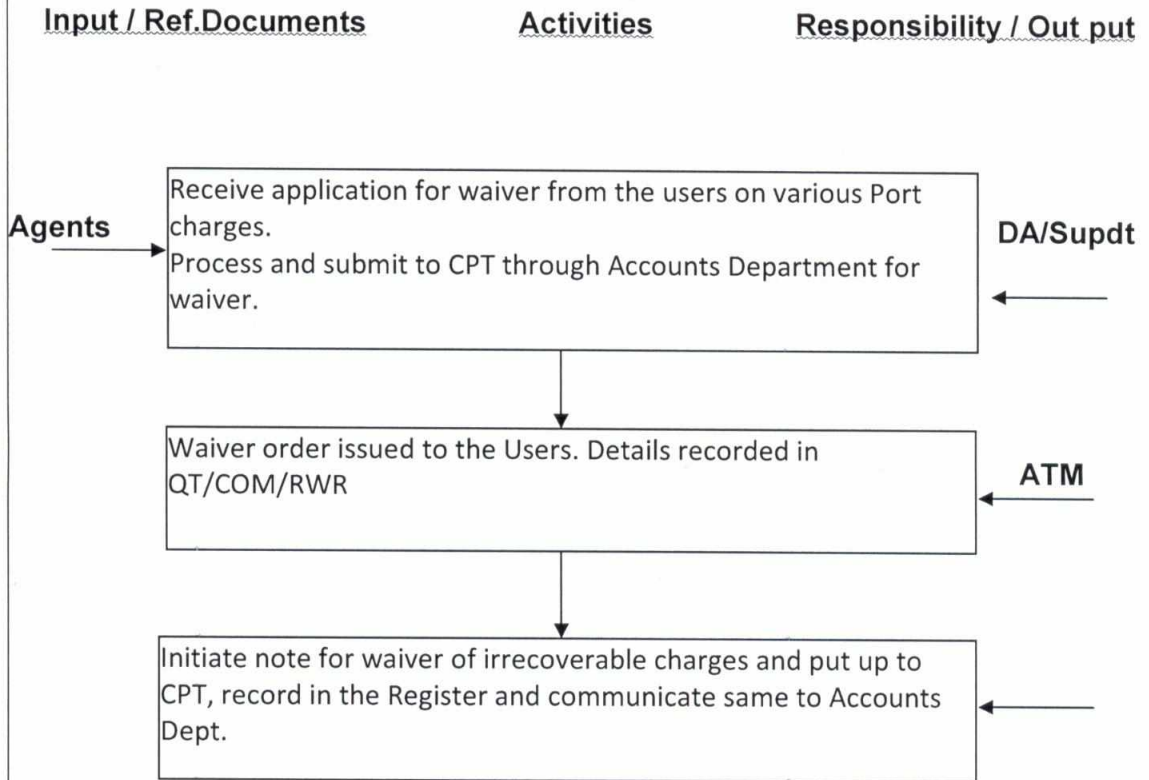


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TITLE: WAIVER OF RENTAL / DEMURRAGE CHARGES

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT

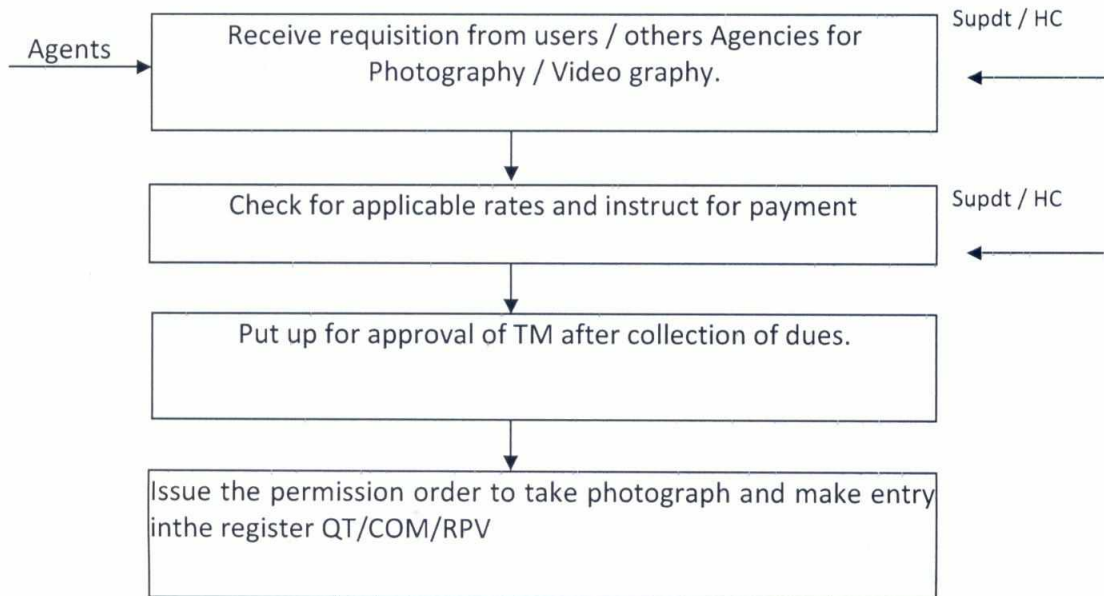



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TITLE : ISSUE OF PHOTOGRAPHY / VIDEOGRAPHY

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT

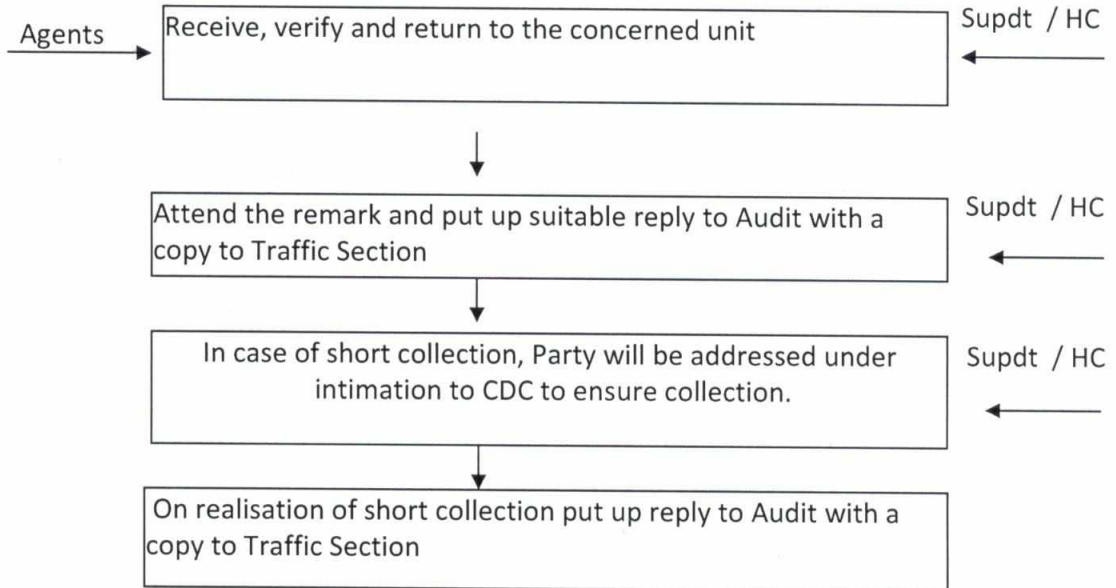



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**TITLE : ATTENDING AUDIT REMARKS AND
RECOVERY OF SHORT COLLECTION**

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT

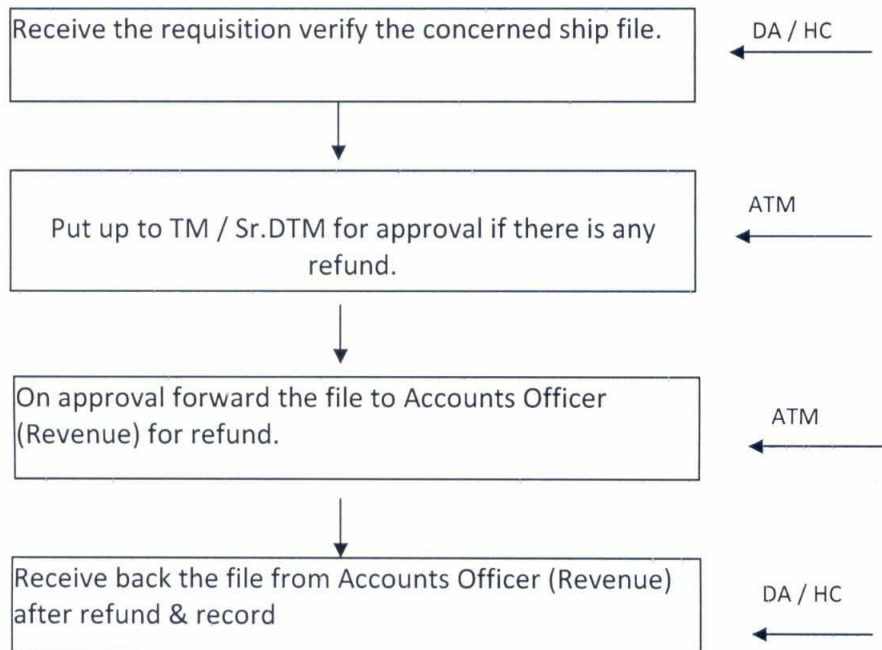


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TITLE: REFUND OF CARGO RELATED CHARGES

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT



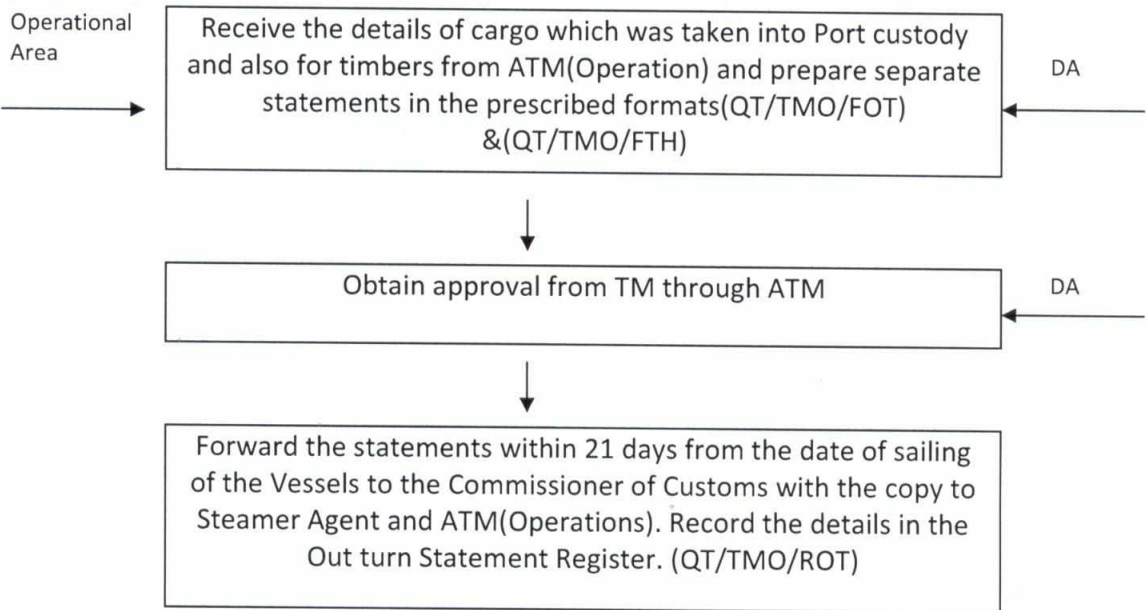
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TITLE : CUSTODIANSHIP OF CARGO

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT



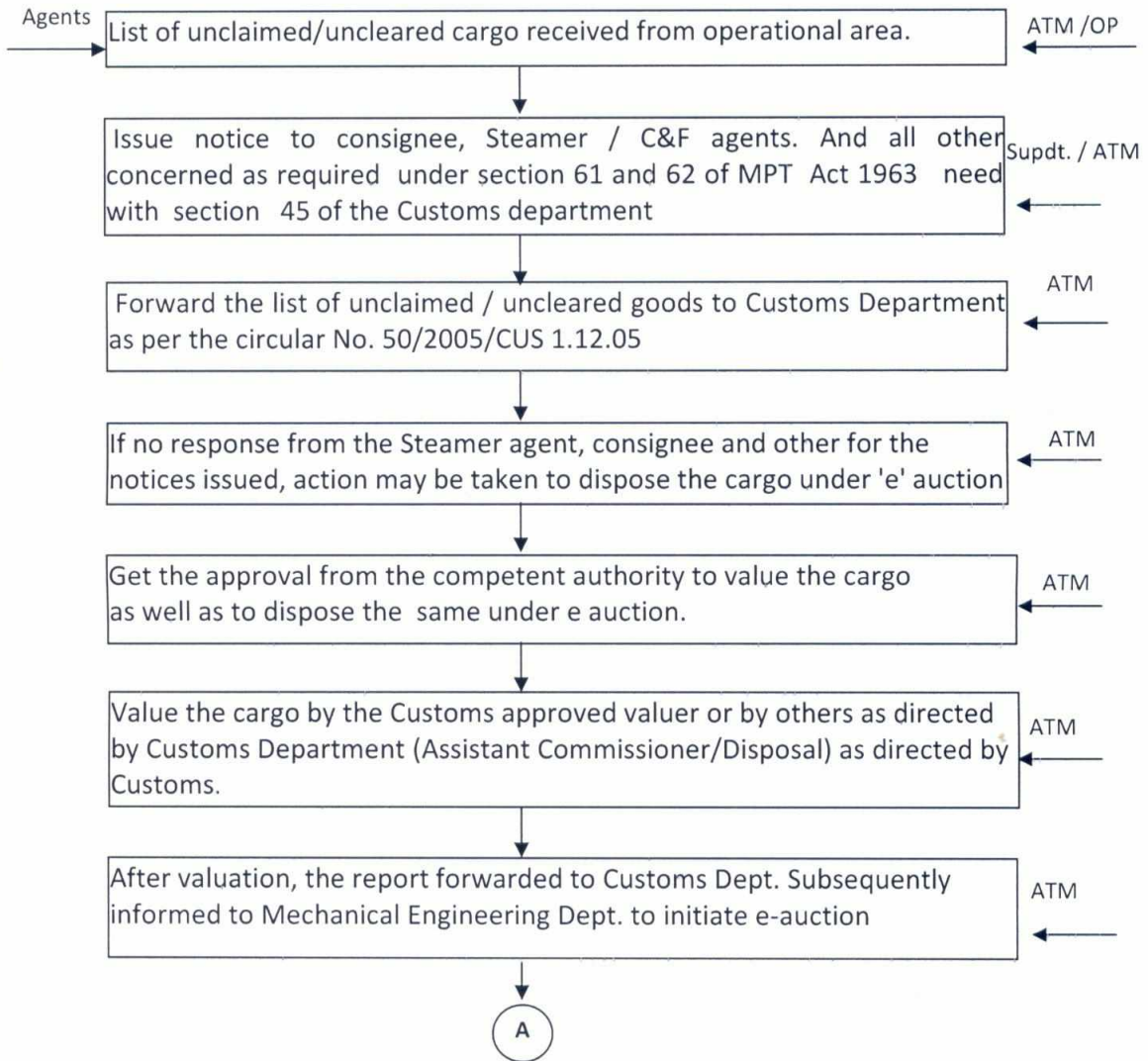
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TITLE: DISPOSAL OF UNCLAIMED / UNCLEARED CARGOES

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT

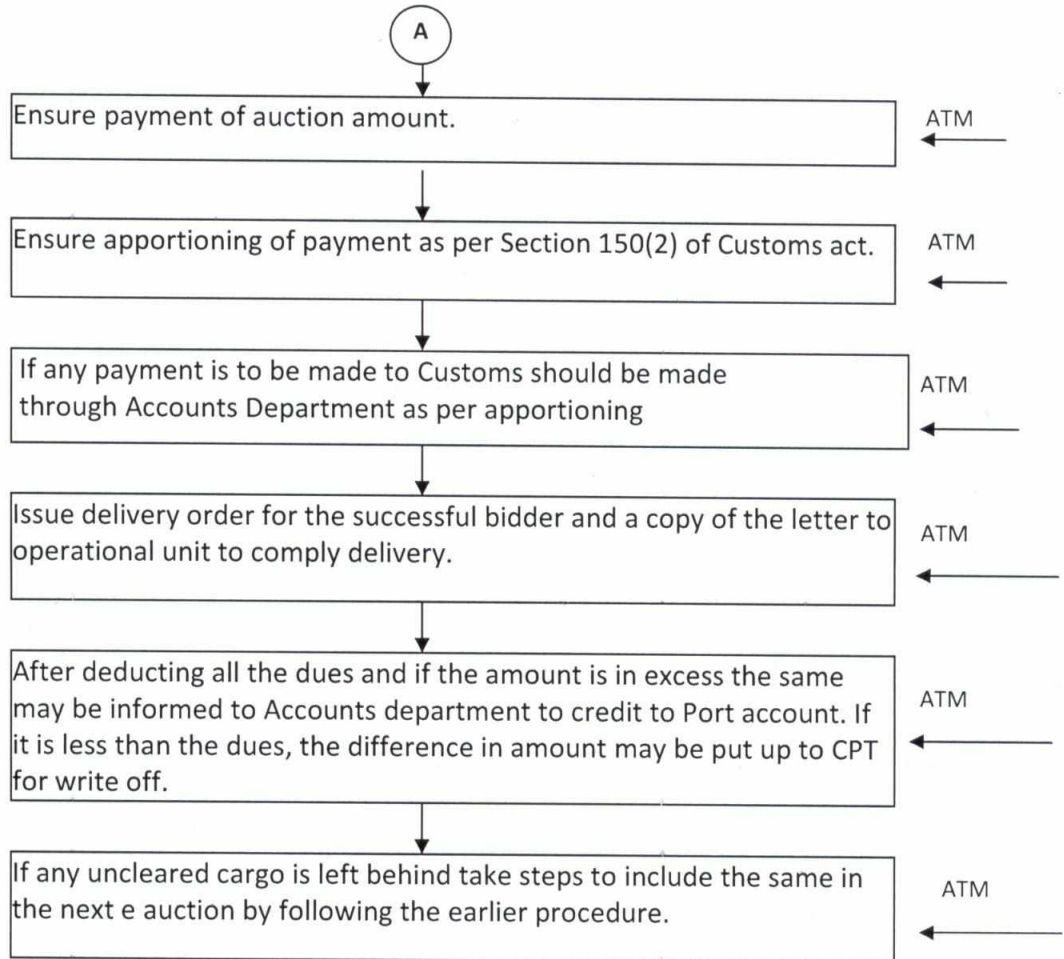



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TITLE: DISPOSAL OF UNCLAIMED / UNCLEARED CARGOES

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT



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IMS RISK MANAGEMENT

RISK ASSESSMENT & RISK TREATMENT :

| RISK | Control Method / Process |
|--|--|
| <ul style="list-style-type: none"> • Heavy Paper Work | <ul style="list-style-type: none"> • Email Communication should be improved |

Reference Standard Requirement : ISO 14001:2015, Clause: 6.1.1.

KEY PERFORMANCE INDICATOR:

| SI.NO | OBJECTIVES | DESCRIPTION | TARGET |
|-------|------------|-------------|--------|
| 1 | -- | | |

ACTION TO ADDRESS RISK AND OPPORTUNITIES

We determined the risks and opportunities related to its environmental aspects (see 10.2), compliance obligations (see 10.4) and other issues and requirements,


| SI.No. | ASPECT | IMPACT | CONTROL METHOD |
|--------|----------------------------|--------------------------------|----------------|
| 1 | Consumption of electricity | Reduction in Natural resources | EMP/01 |
| 2 | Consumption of paper | Reduction in natural resources | OCP/01 |
| 3. | Spreading of dust in air | Air Pollution | OCP/12 |

Reference Standard Requirement :ISO 14001:2015, Clause: 6.1.2.

Hazard Identification, Risk Assessment and Controls :

| SI.No. | HAZARD | RISK | Control Method |
|--------|----------------------|----------------------|----------------|
| 1 | RADIATION | EYE strain | SOP-03 |
| 2 | Electrocution | Human Injury | SOP-01 |
| 3 | Leakage of cartridge | Health Hazard | SOP-01 |
| 4 | Tin Tag Puncturing | Human Injury | SOP-01 |
| 5 | Dust | Health Hazard | SOP-03 |
| 6 | Body joint pain | Human Injury | SOP-03 |
| 7 | Slippery | Human Injury | SOP-03 |
| 8 | Dust Emission | Respiratory Disorder | SOP-4 |

Reference Standard Requirement: BS OHSAS 18001:2007, Clause:4.3.1.

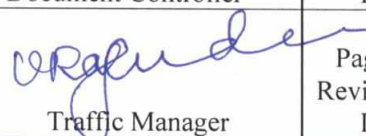
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TITLE : LIST OF REGISTERS & FORMATS

List of Registers


| Sl.No. | Code No. | Name of the Register | Retention Period |
|--------|----------------|---------------------------------|------------------|
| 1 | QT / COM / RPV | Register for Photo/Video. | 1 year |
| 2 | QT / COM / RWR | Register for waiver | 1 year |
| 3 | QT/TMO/ROT | Register for Out Turn Statement | 1 year |

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BENCHMARK

| Sl. No | Activity | BENCHMARK |
|--------|--|--|
| 1 | Intimate the Agency concerned with respect to acceptance or denial of waiver requested | One working day from the date of receipt from the Competent Authority |
| 2 | Ensure short collection from the user concerned | Within 7 working days from the date of issuance letter to the Agents |
| 3 | Issue of permission for taking photography, Videography, and film shooting | Same day after approval of the Competent Authority |
| 4 | Refund of cargo related charges | To verify & forward the file to Revenue Section (Finance Dept) within 3 working days from the date of receipt |

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