

V.O.CHIDAMBARANAR PORT TRUST


INTEGRATED MANAGEMENT SYSTEM(IMS)

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

TRAFFIC DEPARTMENT

WAREHOUSE & CONTAINER SECTION (WCR) MANUAL

ISSUE NO.2 DATE : 24.05.2019

Originated by : Document Controller	Issue No. : 2
	Date : 24.05.2019
Approved by : 	Page No. : 1 of 1
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WAREHOUSE & CONTAINER SECTION (WCR) MANUAL**

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LIST OF RECIPIENTS

SI.NO	NAME OF THE RECIPIENTS	CONTROLLED COPY NO
1.	TRAFFIC MANAGER	Controlled Copy to all through INTRANET 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					
3					
4					

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TITLE: Scope, IMS Policy & Objective

SCOPE

Warehouse/ Container Rental Section is responsible for providing space for storage of cargoes/containers and controlling and monitoring admission/delivery of all cargoes/containers with reference to safety norms and ensuring the collection of rental charges.

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

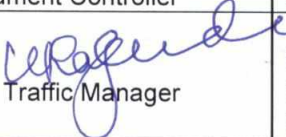
To ensure quick evacuation of cargo so as to provide space for fresh arrivals. To ensure collection of rental charges in full within the bench mark by preparing and issuing the cargo storage rent demand note to the users on time.

EMS

To ensure reduction of paper and to conserve energy.

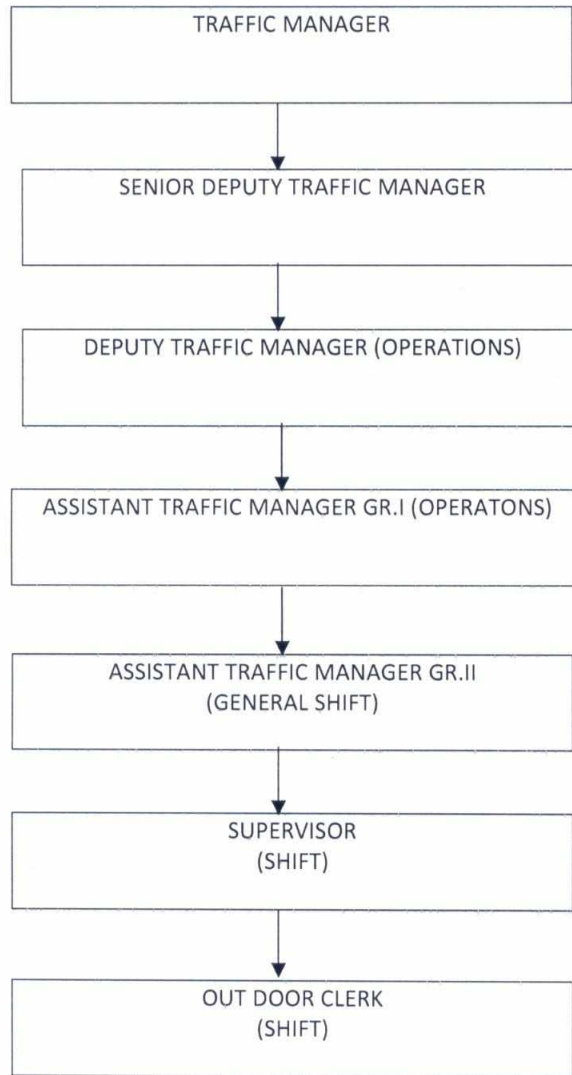
OHSAS


To ensure prevention of ill health and injury.

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ORGANISATION CHART




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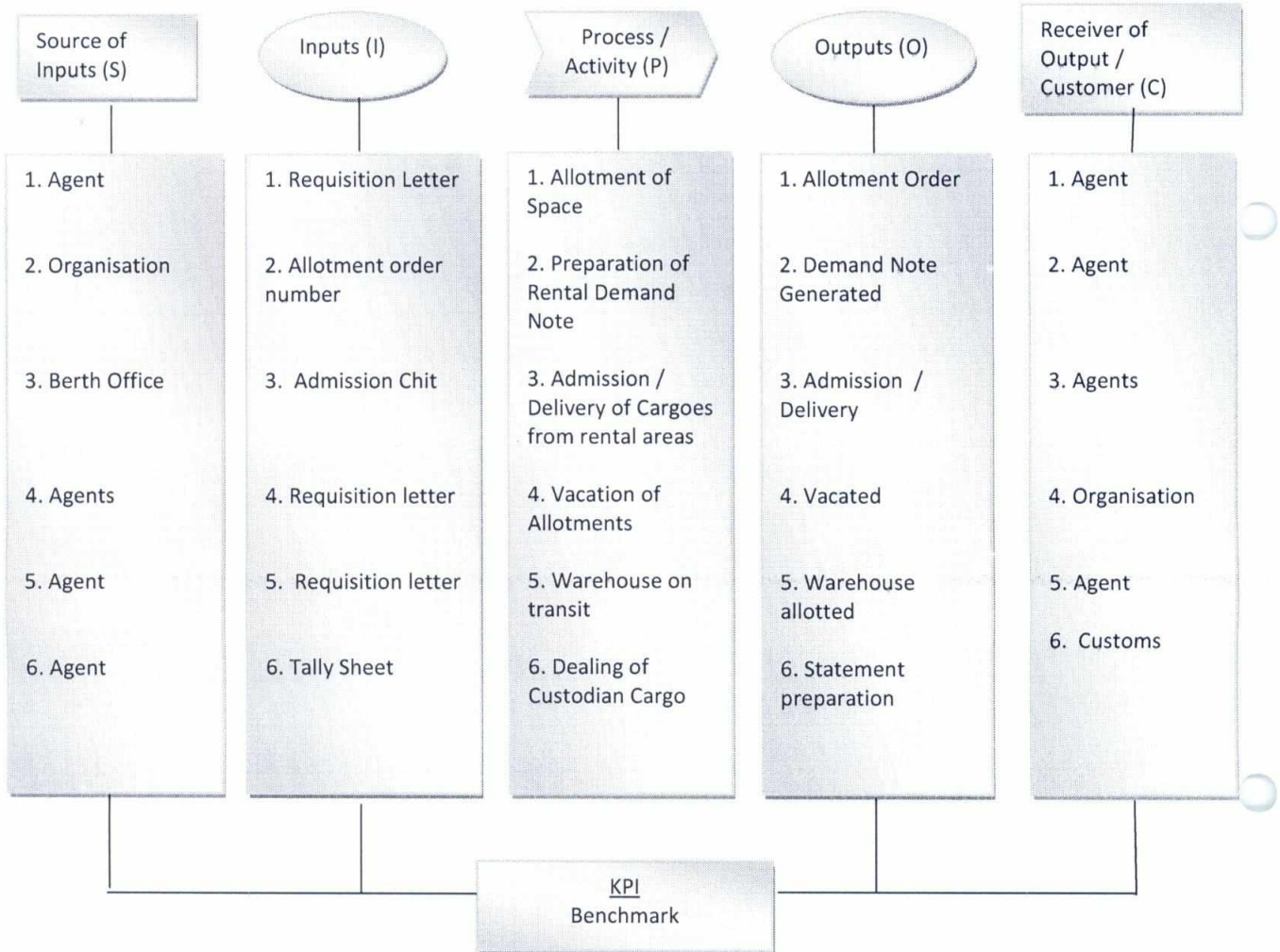
WAREHOUSE & CONTAINER SECTION (WCR) MANUAL

ABBREVIATIONS

VOCPT	V O Chidambaranar Port Trust						
CPT	Chairman, Port Trust						
DYCPT	Deputy Chairman, Port Trust						
TM	Traffic Manager						
SRDTM	Senior Deputy Traffic Manager						
DTM (OP)	Deputy Traffic Manager (Operations)						
SRATM	Senior Assistant Traffic Manager						
ATM (OP)	Assistant Traffic Manager (Operations)						
BOW	Berth office wharf						
AE	Assistant Engineer						
Supr.	Supervisor						
ODC	Out Door Clerk						
F.J.	Finger Jetty						
T.shed	Transit shed						
S.W.B	Shallow Water Berth						
Mech	Mechanical						
Elect	Electrical						
E.A	Export application						
I.A	Import Application						
C & F	Clearing & Forwarding						
C.D.C	Central Documentation Centre						
E.G.M	Export General Manifest						
I.G.M	Import General Manifest						
e-pis	Electronic Port Information System						
B.E	Bill of Entry						
GI	General						
S.B.	Shipping Bill						
Originated by : Document Controller <table style="float: right; border: none;"> <tr> <td>Issue No.</td> <td>: 2</td> </tr> <tr> <td>Date</td> <td>: 24.05.2019</td> </tr> </table>		Issue No.	: 2	Date	: 24.05.2019		
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SIPOC




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Interested Parties

4.2 Understanding the requirements of the Interested parties

Interested Parties	Requirements
Agent	Allotment order, Admission & Delivery of cargo
Customs	Custodian cargo

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WAREHOUSE & CONTAINER SECTION (WCR) MANUAL

TITLE: Allotment of Space / Issue of Allotment Order

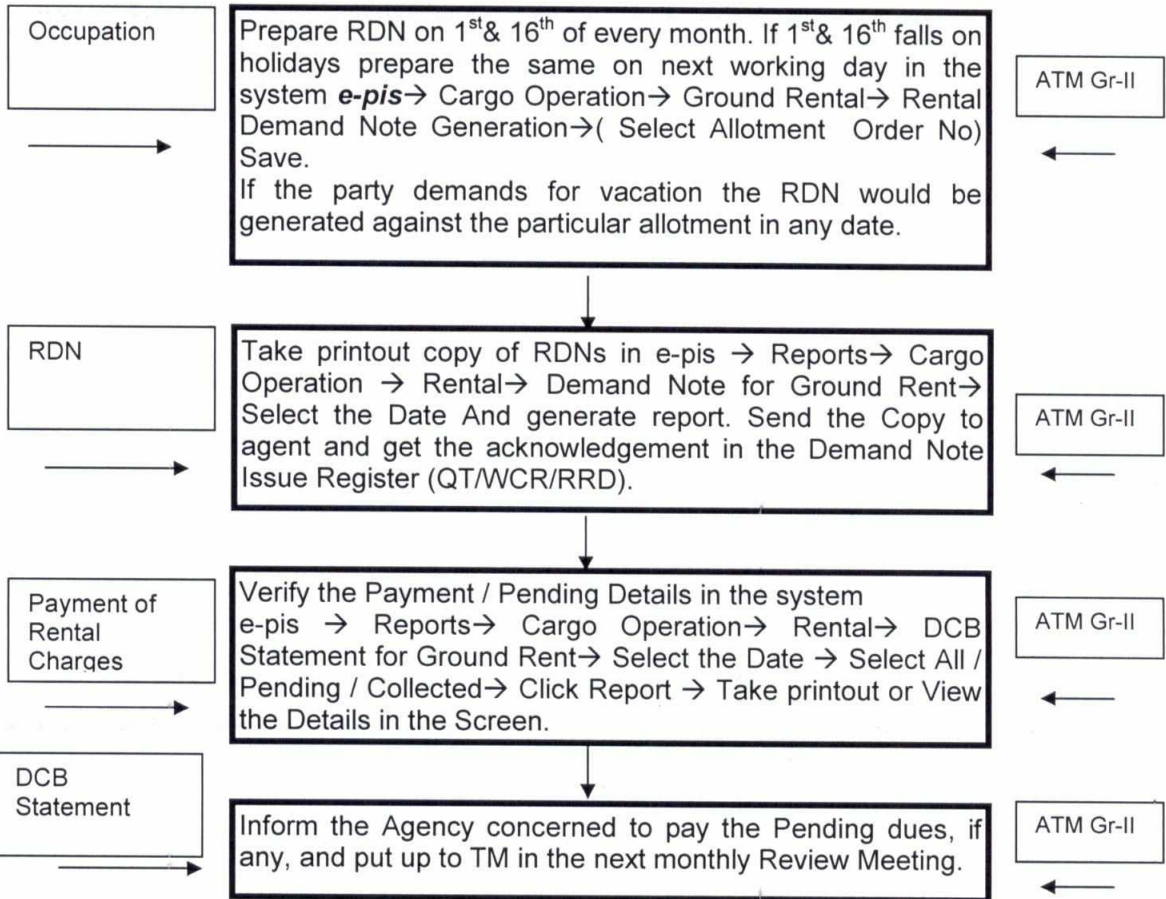
<u>INPUT / REF. DOCUMENTS</u>	<u>ACTIVITY</u>	<u>RESPONSIBILITY / OUTPUT</u>
<div style="border: 1px solid black; padding: 2px; width: fit-content;">Requisition for allotment from Agent</div> <p style="text-align: right;">→</p>	<div style="border: 1px solid black; padding: 5px;">Receive requisition with a endorsement of TM/ DTM</div> <p style="text-align: center;">↓</p>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">ATM Gr-II</div> <p style="text-align: left;">←</p>
	<div style="border: 1px solid black; padding: 5px;">After confirmation of availability, the rent request No. prepared in the system e-pis→Cargo Operation →Ground Rental →Requisition for allotment →Add – Verify the details given in the screen and Save. Get rent request No. and take a printout - send in a File along with agents request to Dy.CPT / CPT for approval</div> <p style="text-align: center;">↓</p>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">ATM Gr-II</div> <p style="text-align: left;">←</p>
	<div style="border: 1px solid black; padding: 5px;">On approval allow admission and stacking of cargo in the allotted space as per Safety and stacking norms listed in Annexure-I and prepare allotment order in the system e-pis→Cargo Operation →Ground Rental →Allotment Order Generation→Add – Select the rent request No. and fed the details required and Save. Get the Allotment Order No.</div> <p style="text-align: center;">↓</p>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">Supr. / ODC</div> <p style="text-align: left;">←</p>
<div style="border: 1px solid black; padding: 2px; width: fit-content;">Admission Chits / Agents</div> <p style="text-align: right;">→</p>	<div style="border: 1px solid black; padding: 5px;">Take print out of allotment order in triplicate in the system e-pis→Cargo Operation →Ground Rental →Allotment Order Generation→Show– Select the allotment order No. Send one copy to Agent, one copy AO/Rev. and one copy in File.</div> <p style="text-align: center;">↓</p>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">Supr. / ODC</div> <p style="text-align: left;">←</p>
	<div style="border: 1px solid black; padding: 5px;">Record the admission details of cargo in the Admission Register/QT/WCR/RCA and Stock Register QT/WCR/RS</div> <p style="text-align: center;">↓</p>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">Supr. / ODC</div> <p style="text-align: left;">←</p>
	<div style="border: 1px solid black; padding: 5px;">The area occupied details of Warehouses against each allotment is fed in the system e-pis→Cargo Operation →Ground Rental →Rental Occupancy→Add/Show– details fed in the screen – OK - Save.</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">Supr. / ODC</div> <p style="text-align: left;">←</p>

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TITLE : Preparation of Rental Demand Note

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT



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TITLE : Admission / Delivery of cargo from the Rental Area

<u>INPUT / REF. DOCUMENTS</u>	<u>ACTIVITY</u>	<u>RESPONSIBILITY / OUTPUT</u>
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Agent / Documents →	Receive a copy of IA, BE and DO, for Imports and EA for exports, Verify the documents and file in the respective Agent's file.	Supr. / ODC ←
Payment of Rent →	Ensure the Payment & Rental Charges within the due date though the systems in DCB Statement.	Supr. / ODC ←
Admission of cargo / Agent →	Record the Admission details in the Admission Register (QT / WCR / RCA) and the Stock Register (QT / WCR / RST)	Supr. / ODC ←
Delivery of cargo / Agent →	Allow Delivery on Payment of Rental Charges- Ensure the Cargo Loaded in the permissible Level in the truck and the Cargo properly covered by Tarpaulin. Record the delivery details in the Delivery Register (QT / WCR / RDC) and in the Stock Register (QT / WCR / RST)	Supr. / ODC ←
Private Equipment / Agent →	Whenever required, the private equipment may be permitted subject to verification of Port entry Permit with valid documents of RC, Insurance, Operator License, Form II, IV & VI etc. & VI	Supr. / ODC ←

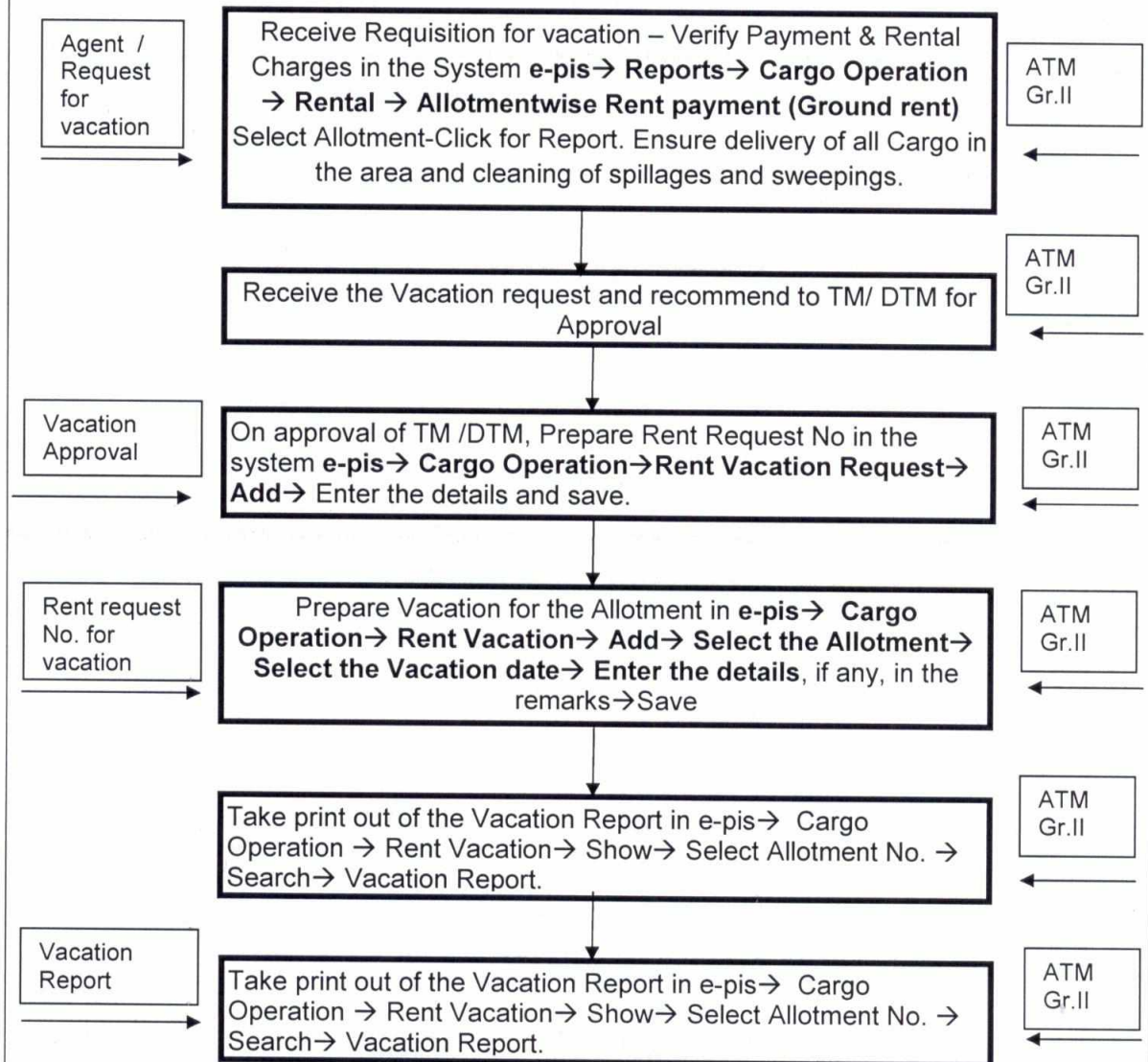
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TITLE: Vacation of allotments

INPUT / REF. DOCUMENTS ACTIVITY RESPONSIBILITY / OUTPUT



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TITLE : Warehouse on Transit Basis

<u>INPUT / REF. DOCUMENTS</u>	<u>ACTIVITY</u>	<u>RESPONSIBILITY / OUTPUT</u>
<div style="border: 1px solid black; padding: 2px; width: fit-content; margin-bottom: 5px;">Requisition for allotment</div> <p style="text-align: right;">→</p>	<div style="border: 2px solid black; padding: 5px;">Receive the requisition, assess the occupation details of T.Shed at wharf from ATM Gr.I(OP) and confirm the availability of space in warehouses and recommend for approval of Competent Authority as per SOR.</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin-bottom: 5px;">ATM Gr.II</div> <p style="text-align: left;">←</p>
	↓	
	<div style="border: 2px solid black; padding: 5px;">Follow the procedure for Allotment to Vacation as other Allotments</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin-bottom: 5px;">ATM Gr.II</div> <p style="text-align: left;">←</p>
	↓	
<div style="border: 1px solid black; padding: 2px; width: fit-content; margin-bottom: 5px;">Admission of cargoes</div> <p style="text-align: right;">→</p>	<div style="border: 2px solid black; padding: 5px;">Verify IA/BE and DO for import and EA for export .Ensure collection of transit fee as per SOR then allow delivery. Record the details in the Delivery Register.</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin-bottom: 5px;">Supr/ ODC</div> <p style="text-align: left;">←</p>
	↓	
<div style="border: 1px solid black; padding: 2px; width: fit-content; margin-bottom: 5px;">Delivery of cargoes</div> <p style="text-align: right;">→</p>	<div style="border: 2px solid black; padding: 5px;">Allow admission and stacking of cargo in the allotted space and record the details in the Admission Register (QT/WCR/RCA) and Stacking Register (QT/WCR/RST)</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin-bottom: 5px;">Supr/ ODC</div> <p style="text-align: left;">←</p>

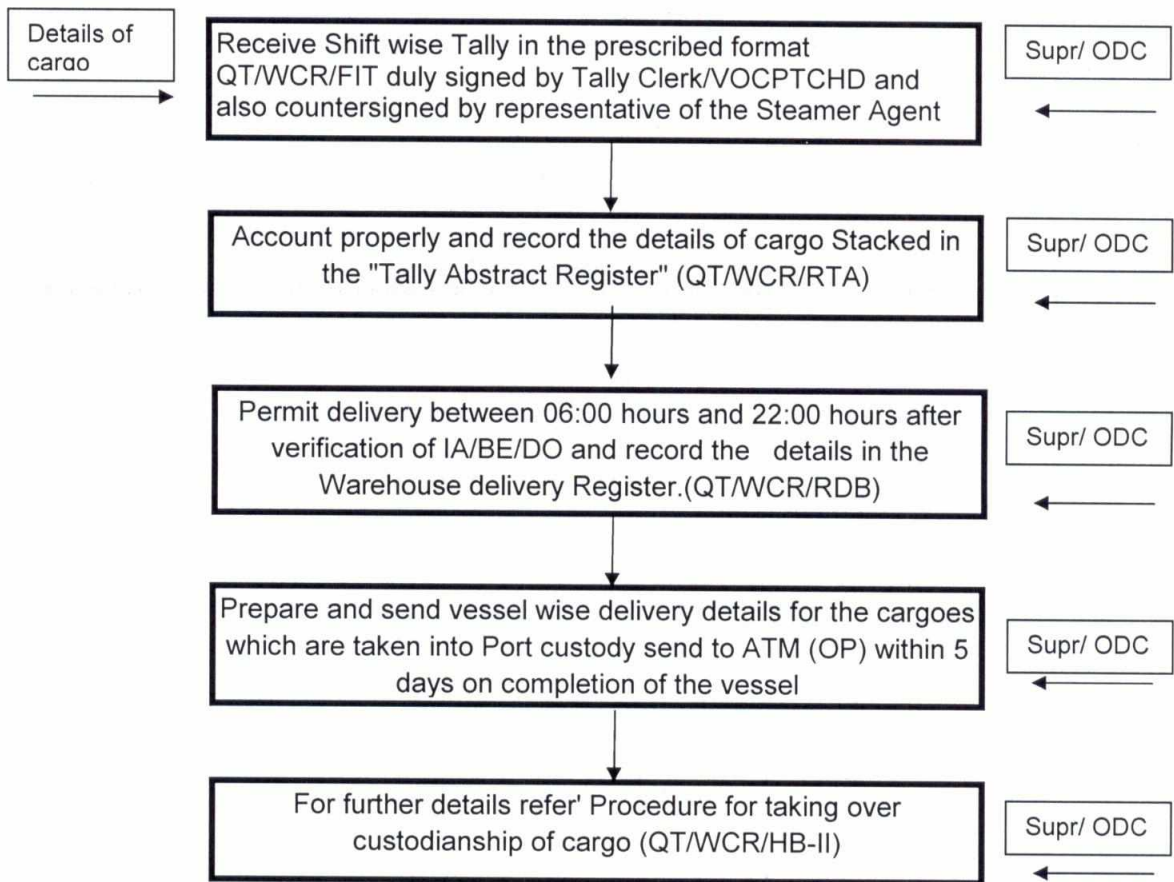
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TITLE: Procedure for dealing of custodian cargo

<u>INPUT / REF. DOCUMENTS</u>	<u>ACTIVITY</u>	<u>RESPONSIBILITY / OUTPUT</u>
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TITLE: NORMS FOR STORAGE

NORMS FOR STORAGE:

The following cargoes are permitted to stack upto the permissible line of markings drawn on the wall of the Warehouses.

1. Raw Cashew nuts, Pulses, Dun peas, Food grains, Cement in paper bags and all bagged cargo within 100 kg
2. Other cargoes – Limiting the weight up to 3 MT/Sq.m not exceeding the marking on the wall.

SAFETY REQUIREMENTS:

Intensity of loading on the shed floor should not exceed 3 M.T. Per Sq.m.

Cargo must be stacked one meter away from the wall.


Proper approach and aisle ways must be provided between separate lots for easy access to cargo stack to facilitate clearance.

Compatible cargo alone should be stacked side by side.

Hazardous cargo if any may be permitted to stack in consultation with the Fire and Assistant Safety Officer and Safety Officer/Traffic.

OPEN STORAGE: - Stacking Height of Cargoes

Coal	- 6 Meters
Copper Concentrate	- 3.4 Metres
MOP	- 8.4 Meters
Sulphur	- 6.3 Meters
Rock Phosphate	- 4.7 Meters

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TITLE: NORMS FOR STORAGE

GENERAL CONDITIONS FOR STACKING:-

1. Re-stacking & segregation of cargo is allowed only within the allotted area.
2. If additional space is required, the Agents must follow the system provided for New allotment.
3. The advance paid at the time of allotment will be refunded only at the time of vacation.
4. In case of open area for cargoes de-stuffed from containers, surrender shall be made allotment wise. Rent shall be proposed and collected for the allotted area till vacation.
5. The open space covered in allotted by the allotment order shall be surrendered in full. No part surrender shall be accepted.
6. If area is allotted in the verandah of the warehouse, one month rent shall be collected as advance and rent demand shall be prepared once in a month, since rent has to be collected on monthly rental basis.
7. If warehouse is allotted on transit terms, transit fee shall be collected as per the Scale of rates instead of rental charges.

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TITLE: DISPOSAL OF UNCLEARED CARGO

PROCEDURE FOR REPORTING AND DISPOSAL OF UNCLEARED CARGO

1. Prepare the list of cargoes which are lying uncleared/unclaimed in the Port Warehouses and the open storage areas inside the security wall for more than 60 days and send the same to TM's Office for further action to disposal as per Major Port Trust Act 1963.
2. Receive the copy of the list of unclaimed / uncleared goods forwarded to customs for inspection and valuation from TM's Office. Arrange for inspection of the goods by Customs.
3. Receive the copy of the auction notice and tender documents from TM's Office and arrange for physical inspection of the intending bidders.
4. Associate in the auction proceedings and assist the AUCTION COMMITTEE.
5. Receive delivery order for auctioned goods from TM's Office and arrange delivery.
6. Report the delivery details of auctioned cargo to TM's Office with full particulars of rental charges accrued.

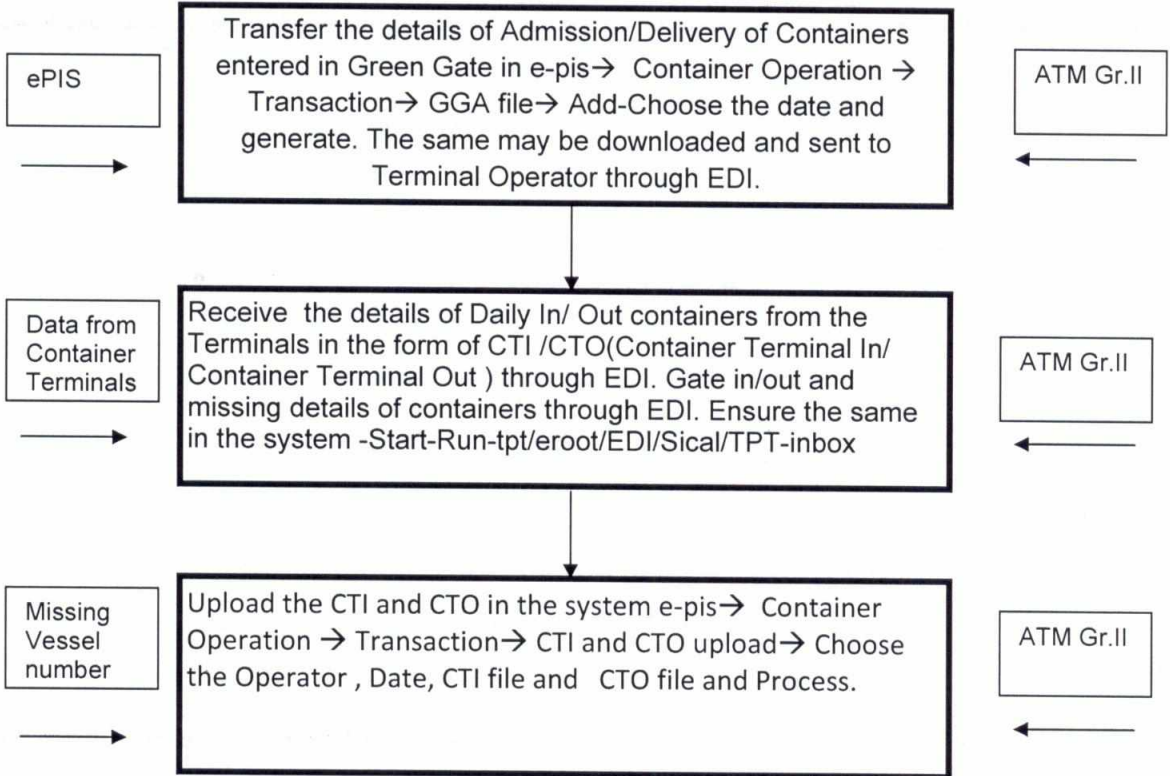
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TITLE: CONTAINER RENTAL SYSTEM

<u>INPUT / REF. DOCUMENTS</u>	<u>ACTIVITY</u>	<u>RESPONSIBILITY / OUTPUT</u>
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TITLE: Preparation of RDN

<u>INPUT / REF. DOCUMENTS</u>	<u>ACTIVITY</u>	<u>RESPONSIBILITY / OUTPUT</u>
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Check process

After Uploading the CTI and CTO up to the period ending the concerned fortnight , generate demand note through the system e-pis→ Container Operation → Transaction→ Demand Note generation →Next→generate.

ATM Gr.II

Missing matching containers

Take the Printout of mis-matching In/Out Containers to and from Terminals and Port through the system→ e-pis→ Reports →Container Operation →Terminal In/Out and Port In/Out → Choose from and to date → generate Report.

ATM Gr.II

Containers modification

Find the mismatching containers in the report – Check and Post the error of missing and mismatched containers with regard to Date, Time , Line , Error in Container Number etc., in the system through e-pis→→Container Operation →Transaction → Container modification → Add.

ATM Gr.II

RDN Generation

After reconciliation of missing and mismatching containers for the concerned fortnight, check again if any omission and addition of time, line etc., and generate RDN again through the system e-pis→→Container Operation →Transaction →Demand Note Generation → Roll back and enter the from/ to period →Add and generate.

ATM Gr.II

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TITLE: Preparation of RDN

<u>INPUT / REF. DOCUMENTS</u>	<u>ACTIVITY</u>	<u>RESPONSIBILITY / OUTPUT</u>
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Report of RDN
→

Take the Print out of RDN applicable for payment through the system e-pis → Reports → Container Operation → Transaction → Container Storage charge for the fortnight ending → Choose the Fortnight → Amount → Report. Issue RDNs to the MLOs for making payment

ATM Gr.II
←

Pending Container Rent
→


View the pending payment of Container Rent in the System → e-pis → Report → Container Operation → Transaction → pending Container Rent - Choose From/ To date → Report.

ATM Gr.II
←

Pending Payment
→

Find the pending payments if any inform the Agent concerned to pay the dues.

ATM Gr.II
←

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WAREHOUSE & CONTAINER SECTION (WCR) MANUAL

IMS RISK MANAGEMENT

RISK ASSESSMENT & RISK TREATMENT :

RISK	Control Method / Process
<ul style="list-style-type: none"> • Information passing Issue 	<ul style="list-style-type: none"> • Office Telephone line to be added in Shipping Control

Reference Standard Requirement : ISO 9001:2015.

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	Spreading of dust in the air	Air Pollution	OCP/06
2	Spreading of dust in the land	Health Hazard	OCP/06
3.	Leakage of cargo into the sea	Water Pollution	OCP/06
4	Leakage	Water Pollution	OCP-18
5	Leakage in the land	Land Pollution	OCP-16
6	Spreading of spillage in the land	Land pollution	OCP-14

Reference Standard Requirement : ISO 14001:2015

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TRAFFIC DEPARTMENT
INTEGRATED MANAGEMENT SYSTEM (IMS)
WAREHOUSE & CONTAINER SECTION (WCR) MANUAL**

IMS RISK MANAGEMENT

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

Sl.No.	Name of the Register	Code No.	Retention Period
1	Allotment Orders	QT/WCR/FAL	One Financial Year
2	Admission Register	QT/WCR/RCA	One Financial Year
3	Stock Register	QT/WCR/RST	One Financial Year
4	Complaints and Suggestions register	QT/WCR/RCS	One Financial Year
5	Register for Accidents, damages, complaints on Maintenance and repairs register.	QT/WCR/RMR	One Financial Year
6	Ground Rent Demand issue Register	QT/WCR/GRD	One Financial Year
7	Tally sheet	QT/WCR/FIT	One Financial Year
8	Tally abstract register	QT/WCR/RTA	One Financial Year
9	Warehouse delivery register for Custodian cargo	QT/WCR/RDB	One Financial Year
10	Container storage charges statement	QT/ WCR/FSP	One Financial Year
11	Supervisor Diary	QT/ WCR/RDY	One Financial Year
12	Despatch Register for General	QT/ WCR/RTD	One Financial Year


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BENCHMARK

Sl. No	Activity	BENCHMARK
1	Stacking of cargoes in the open area	Cargo to be evacuated within 60 days
2	Preparation of RDN	1 st and 16 th of every Month. If 1 st and 16 th falls on holiday the same has to be prepared on the next working day

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