

Paradip Multipurpose Clean Cargo Terminal (PICT)

Standard Operating Policy and Procedures

Terminal Operations

Introduction

A **standard operating policy & procedure (SOPP)** is a set of step-by-step activities compiled by an organization to help workers carry out **complex** as well as **standard routine operations**. SOPPs help to achieve **efficiency, quality output and uniformity of performance** while contributing to efforts that lead to **process excellence**.

This SOPP aims to achieve the following objectives:

1. Act as a **guide and reference document** to stakeholders at all levels of the organization
2. Clearly **communicate** activities and help to achieve **consistency** in operational procedures
3. **Create accountability** by assigning responsibilities at each stage of the lifecycle
4. **Aid governance** by documenting **auditable processes** and detailing **control elements** at each stage of the lifecycle

What is the Lifecycle and Process Tree?

Each SOPP follows the process tree hierarchy and covers a specific entire process.

- A **process** represents logical grouping of sub processes and provides detail at functional level
- A **sub process** represents grouping of similar activities
- An **activity lists** down specific tasks that have/are measurable, time bound, associated risks, mitigating controls and defined owners

The entire business lifecycle consists of several processes. An SOPP is tasked with the coverage of all sub process and activities applicable to a particular process.

Who are the Stakeholders for this SOPP?

This stakeholders for this SOPP shall primarily be activity owners and business units.

1. Activity owners (operating units) – Activity owners shall use this SOPP as a reference document while performing their **activities daily**.
2. Business units – Business units shall use the SOPP as a repository of all activities across the lifecycle. This will aid in identifying **process improvement opportunities**.

Who will use this SOPP?

This SOPP shall be used by stakeholders across the entire organization. Most notable shall be the following:

1. Risk and Governance units – Risk and Governance units shall reference the SOPP to **review existing controls** and test their **effectiveness**.
2. Auditors – Auditors shall use this SOPP to check **adherence to defined processes** and standards. The SOPP shall help them identify any deviations to defined processes and standards, ensuring that corrective actions are taken promptly to address any discrepancies and improve overall compliance with established procedures.

How do you read the SOPP?

To read this SOPP, it is essential to understand the **process lifecycle and its coverage**. This SOPP is documented in a **chronological order** in line with the sequence of activities performed by activity owners. Therefore, it should be read as such.

This SOPP also provides references to various **organization level policies, checklists, systems, reports** etc. These have been appropriately **referenced** at applicable activities and attached as

Annexures to this SOPP.

Each activity has an activity owner assigned to it. An activity also has the following references against it:

- Performer – Person who will execute the activity.
- Frequency – Each activity has defined period.
- Template – Reference to any template (If Any)
- System / Manual reference – Each activity is performed either manually or rooted through system.

Organization structure

The organization structure defined in the SOPP is the structure defined at the functional level. **'Activity owners'** are defined as those who are responsible for **performing the activity**. **'Business Owners'** are defined as those who have **oversight and ultimate ownership** for the activities.

The **'roles and responsibilities'** table in the SOPP lists down the 'business owners' and provides details on **key activities** they are responsible for. The list of 'business owners' shall form the organization structure for the SOPP and mega process.

Rules for this SOP

- This SOPP shall be reviewed on annual basis.
- Any changes in the SOPP will be approved by xx and then updated by xx.

Document review and approval.

Revision history

Version	Created By	Document Approved By	Date Approved	Revision
SOPP Number	1			
Applicable Entities	Entity Type	Entity Name		
	Non- Container Terminal	➤ Paradip Multipurpose Clean Cargo Terminal		
Process Owner	Terminal Head			
IT Applications				
	Entity Name		System	
	Paradip Multipurpose Clean Cargo Terminal		Infyz – Itoms	
Guidelines / Policy reference				
SOPP Cross References				

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Abbreviations and Definitions

Abbreviations	Details
BD	Business Development
BOE	Bill of entry
CEO	Chief Executive Officer
CHA	Customs House Agent
COO	Chief Operating Officer
DC	Delivery Challan
DGM/ AGM	Deputy/ Assistant General Manager
DOA	Delegation of Authority
EC	Executive Committee
ETA	Estimated Time of Arrival
F&A	Finance and Accounts
FDS	Final Draft Survey
GM	General Manager
GR /IR	Goods Receipt / Invoice Receipt
HO	Head Office
HOD	Head of Department
IGM	Import General Manifest
KPI	Key Performance Indicators
OOC	Out of Charge
SB	Shipping Bill
SIC	Shift in charge
TH	Terminal Head
TOS	Terminal operating system
TXR	Terminal Exchange Yard
VP	Vice President

- **Import General Manifest (IGM):** An Import General Manifest (IGM) is a legal document that lists the details of a shipment of goods entering a country. It is a mandatory document that is submitted to customs before the goods arrive. The carrier or their authorized agent prepares the IGM.
- **Bill of Entry (BOE):** Bill of Entry (BoE) is a legal document filed by importers or customs agents to facilitate the customs clearance process for imported goods. This document is essential for ensuring that all applicable taxes and duties are paid, and the goods comply with the importing country's regulations.
- **Customs Housing Agents (CHA):** A customs house agent (CHA) is a licensed professional who helps importers and exporters with customs clearance. They function as a liaison between traders and customs authorities.
- **Out of Charge:** A customs status that indicates that goods have been cleared for import or export.

- **Vessel Draft Survey:** Vessel's final draft survey measures the displacement of water before and after cargo is loaded or unloaded. The difference in displacement represents the weight of the cargo.
- **Stowage Plan:** Stowage plan is a map that shows where to place cargo on a ship.
- **Laycan:** Laycan is the agreed-upon time period when a ship is expected to arrive at a port to load or unload cargo. It is an abbreviation of "lay days cancelling".

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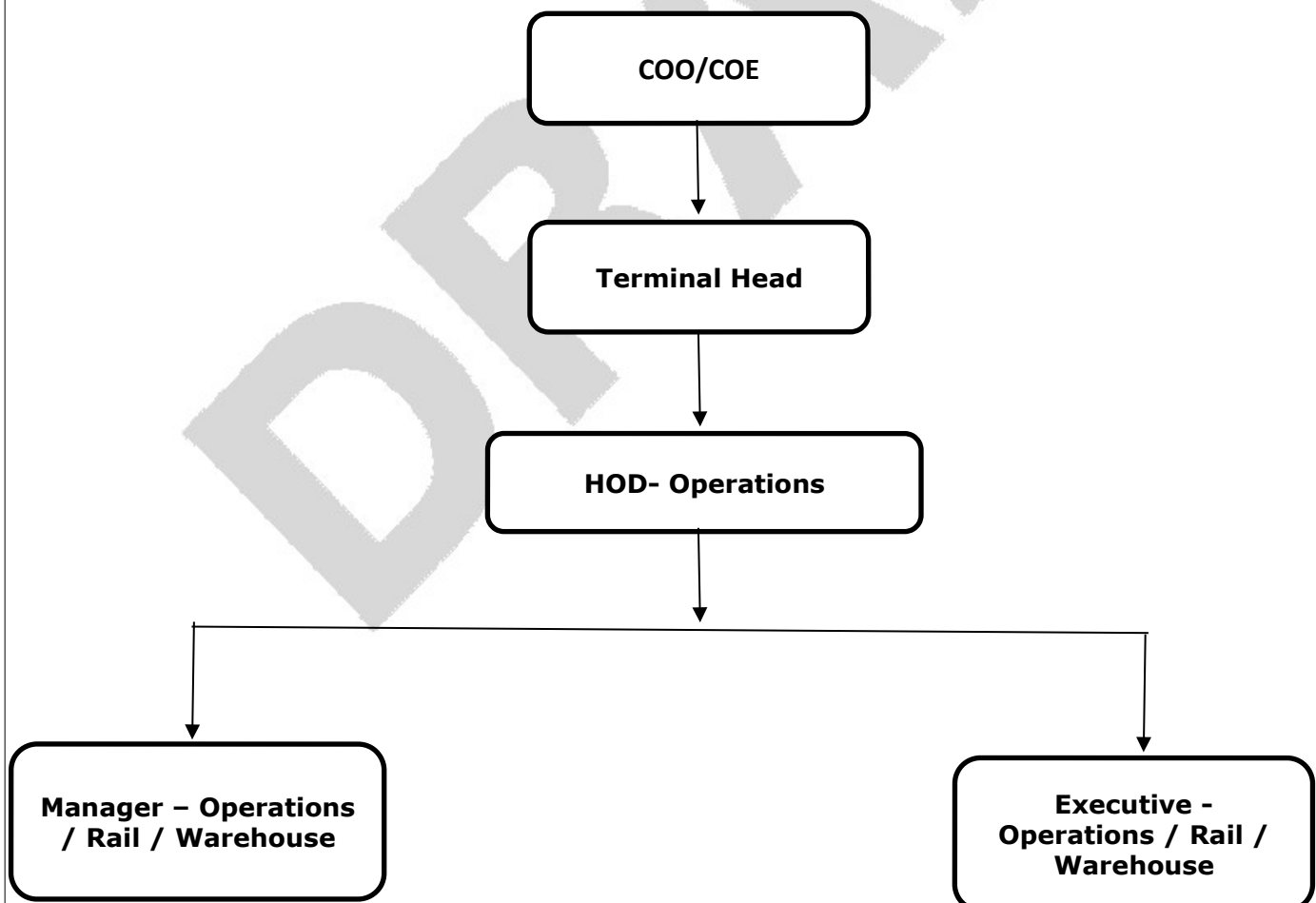
Executive Summary

The Port Terminal Operations Standard Operating Procedures (SOP) document outlines the processes, policies, and best practices that govern the efficient, safe, and compliant operation of port terminals. It is designed to ensure that all terminal activities, including cargo handling, vessel management, logistics, safety protocols, and customer service, are carried out consistently and in line with industry standards and regulatory requirements.

This SOP aims to optimize operational efficiency by defining clear workflows and responsibilities, minimizing operational risks, and enhancing customer satisfaction through streamlined processes. Key components of the SOP include:

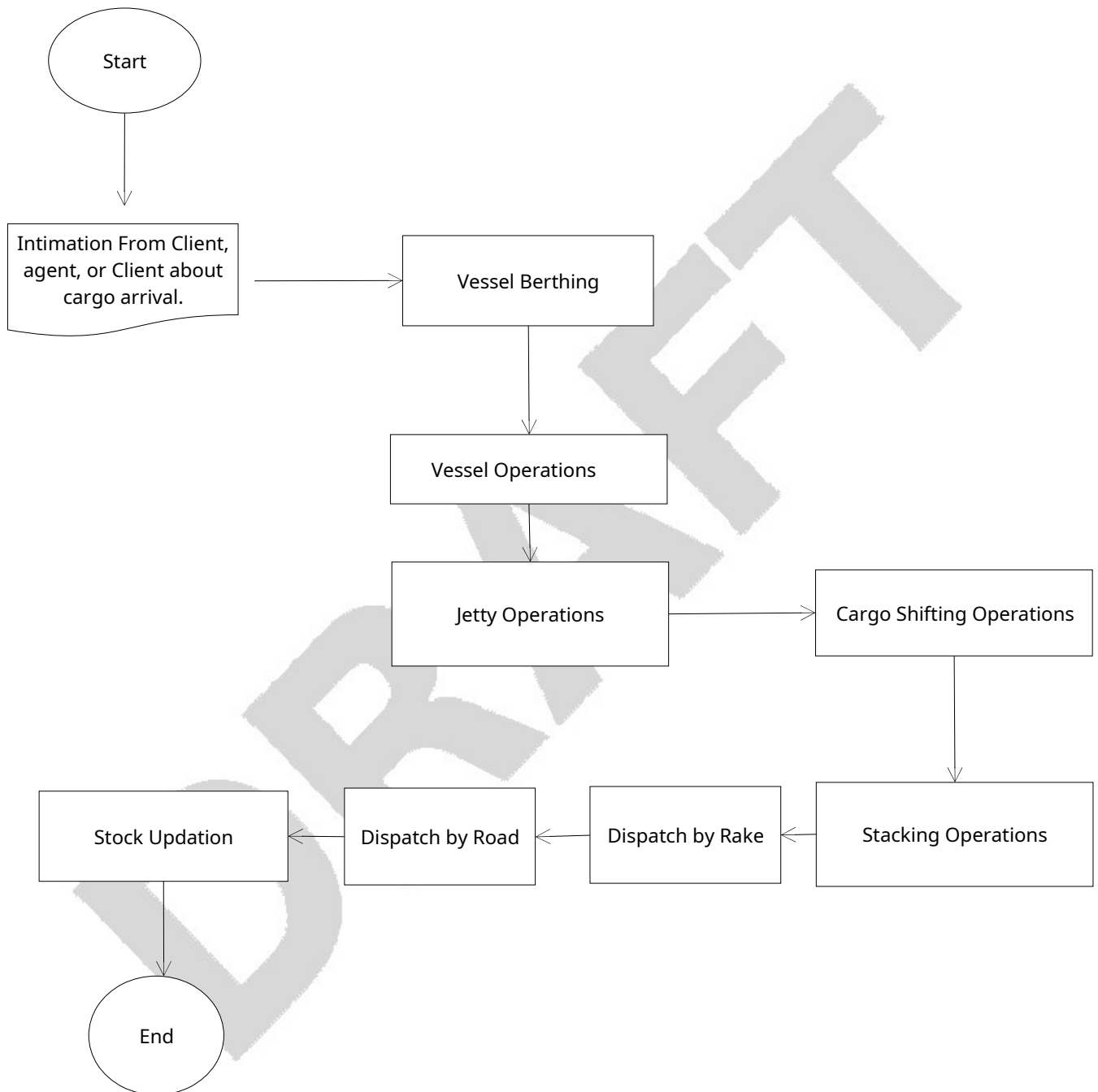
1. **Cargo Handling Procedures:** Guidelines for the receipt, storage, and dispatch of cargo, ensuring accurate and timely processing.
2. **Vessel Operations:** Standard practices for the docking, unloading, loading, and departure of vessels, including safety protocols for crew and equipment.
3. **Equipment Maintenance and Safety:** Procedures for the upkeep of port equipment and safety systems, ensuring operational readiness and risk mitigation.
4. **Logistics and Documentation:** Standardized methods for managing the flow of goods and proper documentation to ensure legal compliance and smooth supply chain management.

Organization Structure



Import of Cargo

Process Flow



Key Process Activities

1. Vessel Berthing

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
1.1 Cargo Planning <p>Customer provides the projected cargo details to EXEC - Sales & BD. EXEC - Sales & BD subsequently forwards this information to EXEC - Operations for planning and execution.</p>	Executive – Operations	HOD – Operation / Terminal Head	As and when	Manual
1.2 Verification of Statutory Documents <p>EXEC - Documentation receives the Import General Manifest (IGM), Delivery Order from the Vessel Agent, and Bill of Entry / Shipping Bill details from the Customs House Agent (CHA). Based on these statutory documents, EXEC - Documentation coordinates with the customer via email to arrange for cargo dispatch.</p> <p>In the event of any discrepancies with the Bill of Entry, Out of Charge, or Final Draft Survey (FDS), EXEC - Documentation promptly notifies the customer via email. Also, EXEC - Documentation receives Stowage Plan from Vessel/Line/Customer prior to vessel berthing.</p>	Executive – Documentation	HOD – Operation	As and when	Manual
1.3 Sharing of Vessel Details <p>Customer provides the vessel details in the prescribed format to EXEC - Sales & BD before cargo loading, to confirm that the vessel is suitable for discharge at PICT. EXEC - Sales & BD then forwards this information to EXEC / MANAGER - Operations.</p>	Executive - Sales & BD	HOD – Operation	As and when	Manual
1.4 Acceptance of Vessel <p>EXEC / MANAGER - Operations reviews the vessel's suitability based on the details</p>	Executive / Manager - Operations	HOD – Operation / Terminal Head	As and when	Manual

provided in the email and confirms the acceptance to EXEC - Sales & BD. The final acceptance is then forwarded to the customer, and based on this confirmation, the vessel loading is carried out. EXEC - Sales & BD then forwards this information to EXEC / MANAGER - Operations.				
1.5 Sharing of Laycan Details Once the vessel is accepted, EXEC - Sales & BD shares the vessel laycan details along with the terms and conditions with the receiver prior to the vessel's arrival.	Executive - Sales & BD	HOD – Operation	As and when	Manual
1.6 Estimated time of Arrival (ETA) The vessel agent provides the terminal with the Estimated Time of Arrival (ETA) based on the 11/7/5/3/1 day notice. Additionally, the vessel agent shares all relevant safety checklists, the stowage plan, discharge sequence, and gear details with the terminal to facilitate pre-preparation activities.	Vessel Agent	HOD – Operation	As and when	Manual
1.7 Pre- berthing Meeting Based on the vessel's arrival, HOD - Operations conducts a pre-berthing meeting with the entire operations team to discuss the vessel discharge operations, at least one day prior to the vessel's arrival.	HOD - Operations	HOD – Operation	As and when	Manual
1.8 Berthing Request Following the pre-berthing meeting and the availability of a berth position, EXEC / MANAGER - Operations issues a berthing request letter to the Paradip Port Traffic Department through the agent. The port then confirms the vessel's berthing movement to the terminal.	Executive / Manager – Operations	HOD – Operation	As and when	Manual
1.9 Boarding of Vessel After the vessel is berthed, the operations team and safety team board the vessel following customs clearance to attend a key meeting with the Vessel's Chief Officer and Master to assess the suitability of the vessel's gears and grabs, as well as to discuss the deployment of MHC cranes according to the	Executive – Operations	HOD – Operation	As and when	Manual

agreed discharge sequence.				
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2. Vessel Operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.1 QHSE Clearance Once clearance is received from the QHSE team, MANAGER -Operations initiates the vessel discharge operation.	Manager – Operations	HOD – Operation	As and when	Manual
2.2 Toolbox Talks EXEC - Onboard takes the toolbox talks and head count of the entire manpower on commencement of every shift.	Executive - Onboard	HOD – Operation	As and when	Manual
2.3 Inspection of Gears EXEC - Onboard and Shift in-charge (SIC) - QHSE inspects gears in every shift.	Executive - Onboard & Shift in-charge (SIC) - QHSE	HOD – Operation	As and when	Manual
2.4 Discharge Plan EXEC - Onboard coordinates with Vessel chief officer and port captain / P&I Surveyor for finalisation of discharge plan.	Executive – Onboard	HOD – Operation / Terminal Head	As and when	Manual
2.5 Placement of Forklift / Excavators / Loaders EXEC - Onboard coordinates with SIC - Operations for placement of Forklift / Excavators / Loaders inside holds to remove the under-coaming cargo.	Executive – Onboard	HOD – Operation	As and when	Manual
2.6 Placement of Trailers at Wharf EXEC - Onboard coordinates through VHF with EXEC -	Executive – Onboard	HOD – Operation	As and when	Manual

Yard regarding placement of trailers and forklift on Jetty for transportation of cargo from Jetty. EXEC - Onboard is responsible for safe discharge of cargo from Vessel and ensure there should not be any damage to Vessel or cargo.				
2.7 Stevedoring Stevedoring agency provides adequate and trained crane operator for operating the crane. Signal man to be provided for every crane for signaling purpose. Stevedoring team to ensure all hold cleaning labors to have adequate shovels and poking rods of above 9mtrs for clearing the cargo from frames. Stevedoring team to ensure all signal mans to have white hand gloves or signal batons for entire vessel discharge operations.	Stevedoring Team	HOD – Operation	As and when	Manual
2.8 Daily Stevedoring Report EXEC - Onboard coordinates with SIC - Operations for preparation of daily stevedoring report and submit the signed copy in office for preparation of Statement of Facts. Also, EXEC - Onboard communicates any other information to Vessel related to cargo operations.	Executive - Onboard	HOD – Operation	As and when	Manual
2.9 Cleaning HOD - Operations deploys adequate manpower inside Vessel holds for collection and cleaning of Hatches. HOD - Operations also deploys manpower for deck cargo clean before vessel sailing.	HOD – Operations	Terminal Head	As and when	Manual
2.10 Documentation Foreman - Onboard & EXEC - Vessel obtain Hatch entry permission & Hold cleaning certificate from Vessel. EXEC - Documentation coordinates with Vessel agent and Receiver for statement of facts. All Daily working reports is prepared on daily basis and signed by Vessel Chief officer. EXEC - Documentation prepares Cargo reconciliation statement along with laytime statement after completion of Vessel.	Executive - Onboard / Documentation	HOD - Operations	As and when	Manual
2.11 Sharing of Documents EXEC - Documentation shares signed Statement of Facts and laytime statement with EXEC - Sales & BD upon completion of Vessel.	Executive – Documentation	HOD - Operations	As and when	Manual
2.1 Washing of Equipment After completion of vessel, EXEC - Operations confirms to Engineering team regarding washing of equipment and tippers.	Executive – Operations	HOD - Operations	As and when	Manual

3. Jetty Operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
3.1 Cargo Shifting Plan SIC - Operations shares the shifting plan for every shift on commencement related to number of tippers and equipment on berth and warehouse.	SIC - Operations	HOD - Operations	As and when	Manual
3.2 Hoppers & Tippers EXEC / MANAGER - Operations informs to EXEC / MANAGER - Engineering to make ready Hoppers and Tippers without leakage to avoid spillage of cargo while shifting from Jetty to Warehouse. All tippers tail gates to be fixed with thermo-cool and foam to fix the spillages during enroute.	Executive / Manager - Operations / Jetty	HOD - Operations	As and when	Manual
3.3 Placement of Hoppers & Tippers EXEC - Jetty ensures hopper remotes to be properly fixed and in working condition. SIC - Operations coordinates with engineering team for any abnormalities. EXEC - Jetty ensures all hatches are properly closed and hoppers are empty for sudden rains. Proper slings & D-shackles are placed on Jetty near to hopper area for equipment placement and removal.	Executive – Jetty	HOD - Operations	As and when	Manual
3.4 Signalling	Signal Man	HOD - Operations	As and when	Manual

Signal Man provides accurate signals for placement of equipment. EXEC / MANAGER - Engineering ensures equipment to be filled with diesel before placement inside Vessel.				
3.5 Magnet Excavator EXEC - Jetty ensures magnet excavator along with housekeeping labours are on standby mode for collection of residuals on Jetty.	Executive – Jetty	HOD - Operations	As and when	Manual

4. Cargo Shifting Operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
4.1 Safety Check Tipper Driver ensures: 1. Proper placement of tipper on Jetty for loading of cargo. 2. Tipper's tail gates are properly closed during shifting operations. 3. All tippers are fixed with tarpaulins for covering of cargo during sudden rains. 4. All vehicle head lights, signal lights, wipers, and horns are in workable condition. 5. Vehicles to run only on enroute marked. 6. Safety guidelines to be followed while working in Warehouse.	Drivers	HOD - Operations	As and when	Manual
4.2 Cargo Loading Excavators are used for cargo loading operations. In any case loader used, operators to be briefed about loading operations so that cargo spillage on roads and opposite side to loading.	Operator	HOD - Operations	As and when	Manual
4.3 Cleaning Housekeeping labours are deployed in truck transit route for cleaning and collection of spillage cargo in any on roads to save tyre punctures.	Housekeeping	HOD - Operations	As and when	Manual

5. Stacking Operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
5.1 Stacking Plan Warehouse in charge co-ordinates with SIC for stacking plan of cargo inside warehouse or open yard.	Warehouse in charge	HOD - Operations	As and when	Manual
5.2 Stacking Operations - Fertilizer EXEC / MANAGER - Warehouse is responsible for preparing the stacking plot prior to the vessel's arrival, and it must be inspected by the Surveyor before cargo is unloaded. Adequate barricading should be placed at all corners of the storage yard to optimize storage space. Tarpaulins must be positioned near the stacking area and remain in a visible range to be used promptly. However, for scrap cargo, tarpaulins are not necessary as scrap is not affected by weather conditions. Sawdust should be spread as needed in the plot to prevent contamination of the cargo. When stacking in an open area, cargo must be covered immediately to protect it using 250 GSM polythene, bamboo, net slings, and sandbags. Cargo height should be maintained according to Port guidelines, considering warehouse safety. No cargo should be placed directly	Executive / Manager – Warehouse	HOD - Operations	As and when	Manual

<p>against the wall. When necessary, an appropriate number of bags should be used for beam wall support.</p> <p>Human climbing onto stacks should be avoided. If climbing is unavoidable, it must be carried out in the presence of the SIC - Operations.</p>				
<p>5.3 Stacking Operations - Scrap</p> <p>EXEC / MANAGER - Yard is responsible for preparing the stacking plot prior to the vessel's arrival, and it must be inspected by the Surveyor before cargo is unloaded. Adequate barricading should be placed at all corners of the storage yard to optimize storage space.</p> <p>For scrap cargo, tarpaulins are not necessary as scrap is not affected by weather conditions. Human climbing onto stacks should be avoided. If climbing is unavoidable, it must be carried out in the presence of the SIC - Operations.</p>	Executive / Manager - Yard	HOD - Operations	As and when	Manual
<p>5.4 Stacking Operations - Slab</p> <p>EXEC - Yard ensures the following:</p> <ol style="list-style-type: none"> 1. Forklifts or re-stackers, along with slings, are used for unloading cargo in the storage area. 2. Cargo stacking in the storage area is done according to the design of the area, with adequate dunnage in place before shifting begins. 3. If cargo unloading is happening at more than two ports simultaneously, the Surveyor will assign an additional tally person to record the slab details. 4. The unloading point must remain free of non-operational activities, allowing for the free movement of equipment and trailers. 5. Once clearance is received from the Documentation team regarding the Bill of Entry (BOE) of the cargo, the dispatch plan (road or rail) is shared with the SIC - Operations and Surveyor. 	Executive - Yard	HOD - Operations	As and when	Manual
<p>5.5 Washing of Equipment</p> <p>Equipment to be washed thoroughly after scrap handling to avoid any material stuck up in chains or other areas.</p>	Executive / Manager – Warehouse	HOD - Operations	As and when	Manual

6. Dispatch by Rake - Fertilizers

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
6.1 Indent Planning EXEC - Documentation coordinates with Receiver / CHA / JMB Bulk operations team for the out of charge and indent planning for the dispatch of cargo.	Executive – Documentation	HOD - Operations	As and when	Manual
6.2 Rake Arrival Once the rake arrives at the TXR (Terminal Exchange Yard), EXEC - Railway notifies SIC - Operations. In turn, SIC - Operations informs the security supervisor to open the rail gate and activate the siren to signal the incoming rake. The siren serves as an alert to clear the tracks and ensure safety. SIC - Operations monitors the process to ensure the rake operation is completed within the allotted free time.	SIC – Operations	HOD - Operations	As and when	Manual
6.3 Damage Report EXEC - Rail Operations / Surveyor ensures all minor & major damage to be recorded in their damage report.	Executive - Rail Operations / Surveyor	HOD - Operations	As and when	Manual
6.4 Inspection of Equipments In the case of fertilizer handling, EXEC - Operations informs EXEC - Engineering to ensure the healthiness of	Executive - Engineering	HOD - Operations	As and when	Manual

all bagging machines. EXEC - Engineering then conducts an inspection of the conveyors, load cells, weighing machines, and any other equipment required for the bagging process.				
6.5 Co-ordination with Vendor & Receiver EXEC - Operations (JMB Bulk) must inform the vendor about the readiness of the gangs according to the placement of the rake, ensuring that the cargo is loaded within the time allocated by Indian Railways. Additionally, EXEC - Operations (JMB Bulk) must coordinate with the receiver to ensure the availability of empty bags and threads for the dispatch of fertilizer cargo.	EXEC - Operations (JMB Bulk)	HOD - Operations	As and when	Manual
6.6 Inspection of Wagon Port/Client-appointed surveyor inspects the condition of the wagon upon placement to identify any wagons that may be deemed unsuitable or rejected due to damage or other issues.	Surveyor	HOD - Operations	As and when	Manual
6.7 Loading of Cargo EXEC / MANAGER- Warehouse coordinates with the Vendor and EXEC - Engineering for the placement of loaders and manpower to begin the loading process. 3 CBM loaders are engaged for feeding cargo into the hoppers of the bagging machine. MBUs (Mechanical Bagging Units) should be set up initially for filling the cargo according to the agreed terms and conditions with the client. The bagging team is responsible for monitoring and notifying EXEC - Engineering in advance regarding the need for neem oil spray, wherever required. The neem oil spray must be applied in accordance with the terms and conditions agreed upon with the client. The supply of neem oil is the responsibility of the client.	Executive / Manager – Warehouse	HOD - Operations	As and when	Manual
6.8 Communication to Railway team EXEC - Operations inform JMB Railway team and EXEC - Documentation about the rake placement, commencement, and completion time along with number of bags filled per wagon and rake wise to ascertain the quantity loaded onto the rake.	EXEC – Operations	HOD - Operations	As and when	Manual

7. Dispatch By Rake - Slabs

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p>7.1 Cargo Dispatch</p> <p>For the dispatch of cargo by rail, SIC - Operations coordinates the internal shifting of cargo from the storage yard to the railway siding. Once the rake is placed in the siding, the Surveyor inspects the wagon, and the EXEC - Operations team initiates the loading operation for the rake.</p> <p>After the cargo is loaded, manpower is deployed for strapping and welding of slabs as required. Re-stackers and slings are used to load the cargo onto the rake.</p> <p>Upon completion of the loading process, SIC - Operations confirms the status to JMB Railway SIC. Following this, SIC - Railway liaises with the Railway C&W team to arrange for the inspection of the wagon. After the inspection of the rake, manpower is engaged to close the doors, and the rake release memo is issued.</p>	SIC - Operations	HOD - Operations	As and when	Manual

8. Dispatch By Road - Scrap

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
8.1 Cargo Dispatch EXEC - Documentation coordinates with Receiver & CHA for the out of charge and indent planning for the dispatch of cargo.	Executive – Documentation	HOD - Operations	As and when	Manual
8.2 Inspection of Equipments EXEC - Operations informs EXEC - Engineering to ensure the healthiness of all loaders & Excavators. EXEC - Engineering then conducts an inspection of the weighbridge calibration before commencement of dispatch operations.	Executive – Operations	HOD - Operations	As and when	Manual
8.3 Inspection of Truck / Container Client confirms about dispatch plan either in Dala trucks / containers by road or rail mode. Advance intimation of 48 hours is must for the plan. Terminal / Client appointed surveyor checks the condition of truck / container upon placement to ascertain damages if any.	Surveyor	HOD - Operations	As and when	Manual
8.4 Loading of Cargo The Terminal/Client-appointed surveyor coordinates with the Operations team to oversee and monitor the loading operations. EXEC - Operations deploys 3 CBM loaders with small	Executive - Operations	HOD - Operations	As and when	Manual

buckets and excavators with plain buckets for container stuffing operations, along with 5 CBM loaders/excavators for loading cargo onto dala trucks.

During the stuffing process, sufficient manpower must be available for housekeeping and securing the container doors. Similarly, for truck loading, adequate personnel should be present to manage and collect any spillage. The truck driver and helper are responsible for covering the cargo to prevent any spillage during transit.

Custom clearance is required for dispatch of cargo.

9. Dispatch By Road - Slabs

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p>9.1 Cargo Dispatch</p> <p>For cargo dispatch by road, the Client provides the vehicle details. Once clearance is obtained from the EXEC / Manager - Operations team, the security team grants permission for the vehicle to proceed with loading at the terminal. The vehicle then proceeds to the weighbridge to obtain the tare weight before heading to the yard for cargo loading.</p> <p>After the cargo is loaded onto the trailer, the Surveyor records the slab details in the tally sheet. The vehicle then returns to the weighbridge for the gross weight before being released from the terminal.</p>	SIC - Operations	HOD - Operations	As and when	Manual

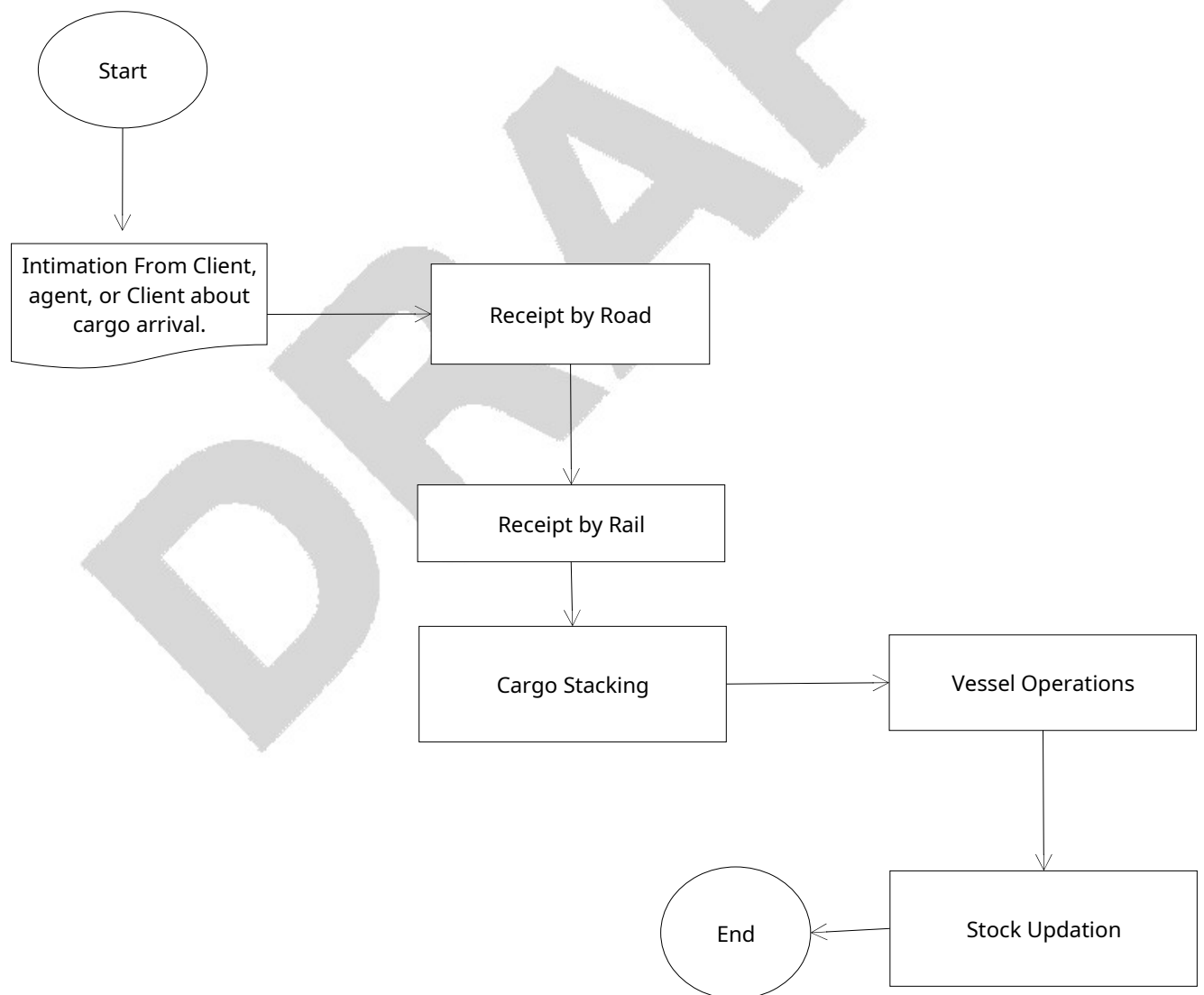
10. Stock Updation

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
10.1 Stock Updation EXEC - Documentation updates the stock after vessel sailing in TOS.	Executive - Documentation	HOD – Operations/ Terminal Head	As and when	System

Export of Cargo

Process Flow



1. Receipt by Road (For Slabs, CR Coil, HR Coil, Plate)

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
1.1 Cargo Projection At the beginning of the year, customer shares the projected cargo details with Exec – Sales & BD.	Customer	HOD - Operations	Yearly	Manual
1.2 Cargo Planning Customer provides the projected cargo details to EXEC - Sales & BD. EXEC - Sales & BD subsequently forwards this information to EXEC - Operations for planning and execution. Joint operations meeting is conducted before arrival of cargo for pre-preparation work activities. Cargo carting is carried out either by Rail or by Road from plant to port	Executive – Operations	HOD - Operations	As and when	Manual
1.3 Sharing of Vehicle Number Client shares the vehicle number along with cargo details on daily basis to all concerned of terminal. EXEC - Operations shares the details to security gate for entry of Vehicle.	Executive – Operations	HOD - Operations	As and when	Manual
1.4 Security Check Based on inspection with the packing list, Security allows the vehicles for unloading.	Security	HOD - Operations	As and when	Manual
1.5 Weighment of Cargo Once the vehicle enters the terminal, it first undergoes gross weighment at the weighbridge. After the gross weight is recorded, the vehicle proceeds to the storage area for unloading.	Weighbridge Operator	HOD - Operations	As and when	Manual

<p>1.6 Inspection of Cargo</p> <p>Surveyor and EXEC - Yard inspect the cargo packing list at the storage area. After inspection, the cargo is offloaded using forklifts or re-stackers with slings and then stacked accordingly. Surveyor inspects the condition of cargo while on trailer/rake and issue a letter to shipper on behalf of port regarding any abnormalities to cargo.</p>	<p>Surveyor and Executive - Yard</p>	<p>HOD – Operations</p>	<p>As and when</p>	<p>Manual</p>
<p>1.7 Intra-port Transportation</p> <p>HOD Operations confirms the vessel status to the team to initiate preparation activities. SIC - Operations coordinates with SIC - Engineering to ensure the readiness of equipment and trailers for intraport transportation.</p> <p>The terminal-appointed surveyor finalizes the lifting plan in coordination with SIC - Operations, and a tally person is assigned to be present at the storage location. Wooden dunnage or saddles are placed on the trailer to facilitate the transportation of cargo from the storage area to the jetty. Forklifts or re-stackers with slings are used for loading cargo from the storage area.</p> <p>The stacking of cargo on the jetty or direct lifting of cargo from the trailer to the vessel is determined based on the vessel's loading sequence and feeding position. If cargo is being loaded at more than two ports simultaneously, the surveyor assigns an additional tally person to record the slab details.</p>	<p>HOD / SIC – Operations</p>	<p>Terminal Head</p>	<p>As and when</p>	<p>Manual</p>

2. Receipt by Rail (Billets, CR Coils, HR Coil, Pig Iron, Plate)

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.1 Co-ordination with Shipper EXEC - Documentation coordinates with Shipper for receipt of cargo details / rake annexure and packing list to have proper planning before arrival of rakes.	Executive – Documentation	HOD - Operations	As and when	Manual
2.2 Rake Placement EXEC - Railway coordinates with EXEC - Operations related to position of rake for manpower and equipment planning. After obtaining line clearance from TXR, rake movement initiated from TXR to siding with proper signaling by EXEC - Railway. Before placement of rake, SIC- Railway inspects the condition of track line and coordinate with SIC - Operations if any challenges noticed.	Executive – Railway	HOD - Operations	As and when	Manual
2.3 Unloading of Cargo SIC - Operations coordinates with Surveyor related to unloading operations like, equipment planning for rake unloading, cargo shifting from siding and stacking in yard along with segregations.	SIC – Operations	HOD - Operations	As and when	Manual
2.4 Stacking of Cargo After stacking of cargo, Surveyor places identification mark in front of every stack and same to update in stack yard plan for easy identification of cargo as per requirements. After stacking of cargo, cargo is covered with tarpaulin as	Surveyor	HOD - Operations	As and when	Manual

required by client. Tarpaulin to be secured with dunnage or ropes.				
2.5 Certification After completion of stack covering same to be certified by Surveyor and SIC.	Surveyor & SIC	HOD - Operations	As and when	Manual
2.6 Inspection After rake unloading EXEC - Operation instructs to ensure the inspection of all wagons, dunnage clearing from wagon and door closing for all the wagons with check list implemented from the Terminal. After completion of rake unloading rake release MEMO is being issued by EXEC- Rail and final inspection of rake with railway goods guard.	Executive - Operations / Railway	HOD - Operations	As and when	Manual

3. Receipt by Rail (Aluminum Ingots)

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
3.1 Co-ordination with Customer MANAGER- Operations coordinates with customer for receipt of cargo in container via rail	Manager - Operations	HOD – Operations	As and when	Manual
3.2 Tracking of Rake MANAGER - Railway tracks the arrival of rake and updates MANAGER - Operations accordingly.	Manager – Railway	HOD – Operations	As and when	Manual
3.3 Sliding Clearance Once the rake arrives, EXEC - Rail grants sliding clearance to Yard master for rake placement	Executive - Railway	HOD – Operations	As and when	Manual
3.4 Toolbox Talks Shift Manager conducts toolbox talk with Executive - Rail & Operation along with surveyors before starting of unloading / backloading operations.	Shift Manager / Executive - Rail	HOD - Operations	As and when	Manual
3.5 Rake Placement Shift Manger alerts the security to open the siding gate & blows the siren for rake placement. EXEC - Rail places the rake & gives clearance to EXEC - Operations to start operation & instruct security to turn off the siren. EXEC - Rail takes sign of Rail guard on placement memo with all the information regarding seal broken or missed if any.	Shift Manager / Executive - Rail	HOD - Operations	As and when	Manual

4. Cargo Stacking

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
4.1 Cargo Stacking - Slabs EXEC - Yard carries out the following: 1. Cargo stacking to be carried out size, colour code and weight wise for easy segregation before commencement of loading. 2. To ensure that adequate dunnage to be placed before placing of cargo on ground to safeguard the cargo. 3. Slabs / Billets to be stacked as per total carrying weight of ground. 4. Slabs / Billets to be stacked maximum up to eight high subject to discussion with shipper and obtaining permission from Engineering team. 5. Slabs to be marked with chalk by Surveyor related to size (length / width / thickness) for easy identification while feeding to Vessel.	Executive – Yard	HOD – Operations	As and when	Manual
4.2 Cargo Stacking - Billet EXEC - Yard carries out the following: 1. Cargo stacking to be carried out size, colour code, party wise and weight wise for easy segregation before commencement of loading. 2. Surveyor and EXEC - Yard inspects the cargo packing list at storage area and off load the cargo with Re-stacker with slings and stack the cargo. 3. Surveyor inspects the condition of cargo while on	Executive – Yard	HOD – Operations	As and when	Manual

<p>trailer and issue a letter to shipper on behalf of port regarding any abnormalities to cargo.</p> <p>4. EXEC -Yard ensures that adequate dunnage to be placed before placing of cargo on ground to safeguard the cargo and hassle-free cargo loading during vessel loading.</p> <p>5. Billets to be stacked as per total carrying weight of ground. Billets to be stacked maximum up to eight high subject to discussion with shipper & obtaining permission from Engineering team. Billets to be marked with chalk by Surveyor for easy identification during vessel.</p>				
<p>4.3 Cargo Stacking – HR Coil</p> <p>Executive - Yard ensures the below:</p> <ol style="list-style-type: none"> 1. Cargo stacking to be carried out basis size, color code and weight wise with segregation subject to the SWL of ship's crane and disport requirement. 2. Terminal Surveyor inspects and report along with photographs at the end of every shift to be communicated to the client by documents team regarding the condition of cargo while on trailer and issue a letter to shipper on behalf of port regarding any abnormalities to cargo. <p>To ensure that adequate dunnage to be placed before placing of cargo on ground to safeguard the cargo.</p> <ol style="list-style-type: none"> 3. Coils to be stacked as per total carrying weight of ground 1mtr*6mt and shall be under covering of proper 250 Gsm tarpaulin. Covering charges to be borne by client. 4. Coils to be stacked maximum upto two high. 5. Any coils required repairing or re-strapping must be done before vessel loading. The cost shall be on client account. 6. Re-strapping or repairing of coils must have certified by client representative or their appointed surveyor for billing purpose 	Executive - Yard	HOD - Operations	As and when	Manual
<p>4.4 Cargo Stacking – Plates</p> <p>EXEC - Yard to ensure the below:</p> <ol style="list-style-type: none"> 1. Surveyor and Yard Executive inspects the cargo packing list at storage area and off load the cargo with Forklift / Re-stacker along with slings and stack the cargo. 2. Cargo stacking activity to be carried out size wise, party wise and lot wise keeping Discharge port for easy identification before commencement of loading. 3. Surveyor inspects the condition of cargo while on trailer/rake and issue a letter to shipper on behalf of 	Executive - Yard	HOD - Operations	As and when	Manual

<p>port regarding any abnormalities to cargo.</p> <p>4. EXEC - Yard ensures that adequate dunnage to be placed before placing of cargo on ground to safeguard the cargo.</p> <p>5. Plates to be stacked as per total carrying weight of ground.</p> <p>6. Plates to be stacked maximum upto eight high subject to discussion with shipper and obtaining permission from Engineering team.</p> <p>7. Plates to be marked with chalk by Surveyor for easy identification during vessel loading.</p>				
<p>4.5 Cargo Stacking – CR Coils</p> <p>Executive - Yard ensures the below:</p> <p>1. Cargo stacking to be carried out basis size, color code and weight wise with segregation subject to the SWL of ship's crane and disport requirement.</p> <p>2. Terminal Surveyor inspects and report along with photographs at the end of every shift to be communicated to the client by documents team regarding the condition of cargo while on trailer and issue a letter to shipper on behalf of port regarding any abnormalities to cargo.</p> <p>To ensure that adequate dunnage to be placed before placing of cargo on ground to safeguard the cargo.</p> <p>3. Coils to be stacked as per total carrying weight of ground 1mtr*6mt and shall be under covering of proper 250 Gsm tarpaulin. Covering charges to be borne by client.</p> <p>4. Cargo to be stored inside the cover warehouse because of delicateness of its quality.</p> <p>5. Coils to be stacked maximum upto two high.</p> <p>6. Any coils required repairing or re-strapping must be done before vessel loading. The cost shall be on client account.</p> <p>7. Re-strapping or repairing of coils must have certified by client representative or their appointed surveyor for billing purpose</p>	<p>Executive - Yard</p>	<p>HOD - Operations</p>	<p>As and when</p>	<p>Manual</p>

5. Vessel Operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
5.1 Boarding of Vessel After berthing of Vessel, EXEC - QHSE and SIC - Operations board the vessel to attend the key meeting with Vessel chief officer to discuss about the loading/unloading plan, stowage plan and inspection of vessel safety check list.	Executive - QHSE & SIC - Operations	HOD – Operations	As and when	Manual
5.2 QHSE Clearance EXEC - QHSE provides safety clearance before initiation of loading of cargo	Executive – Onboard	HOD – Operations	As and when	Manual
5.3 Inspection of Vessel Crane for operational activities Vessel cranes to be inspected with the Cargo gears provided by the Terminal for loading operations.	Executive – Operations	HOD – Operations	As and when	Manual
5.4 Toolbox Talks EXEC - Onboard takes the toolbox talks and head count of the entire manpower on commencement of every shift.	Executive – Onboard	HOD – Operations	As and when	Manual
5.5 Inspection of Gears EXEC - Onboard and Shift in-charge (SIC) - QHSE inspects gears in every shift.	Executive - Onboard & SIC - QHSE	HOD – Operations	As and when	Manual
5.6 Stevedoring	Stevedoring Team	HOD - Operations	As and when	Manual





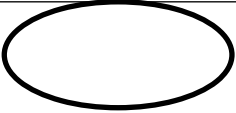
<p>Stevedoring agency provides adequate and trained crane operator for operating the crane.</p> <p>Signal man to be provided for every crane for signaling purpose. Stevedoring team to ensure all hold cleaning labours to have adequate shovels and poking rods of above 9mtrs for clearing the cargo from frames.</p> <p>Stevedoring team to ensure all signal mans to have white hand gloves or signal batons for entire vessel discharge operations.</p>				
<p>5.7 Equipment Placement</p> <p>EXEC - Onboard coordinates with SIC - Operations for placement of equipment inside vessel holds for loading/discharging under coaming area. Forklift is either placed with HMC Crane or with Vessel Crane (Subject to SWL of Crane) by removing counterweight.</p>	Executive – Onboard	HOD – Operations	As and when	Manual
<p>5.8 Documentation</p> <p>EXEC- Onboard prepares the Vessel daily stevedoring report after consulting with SIC - Operations and HOD - Operations. EXEC - Onboard gets signed copy from the Vessel chief officer and submit the same in Office for finalizing of Statement of Facts and for preparation of any LOPs against Vessel and report any incidents on Vessel.</p> <p>EXEC - Onboard coordinates with Port Captain and P&I Surveyor's for any discrepancy of cargo during loading/unloading operations. EXEC - Onboard coordinates with SIC - Operations for solving any issues over Vessel not limited to Loading and discharging operations.</p>	Executive - Onboard	HOD - Operations	As and when	Manual

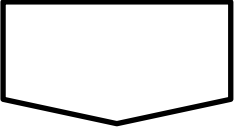

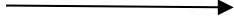
6. Stock Updation

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
6.1 Stock Updation EXEC - Documentation updates the stock after vessel sailing in TOS.	Executive - Documentation	HOD - Operations	As and when	System

Symbols/ legends used in flowcharts.

	Start/End
	Manual process activity
	Decision/possibility/alternative
	Alternate process
	Process connecting in same page

	Process connecting in other page
	Output document
	Flow direction