

Rozi Bulk Terminal (Rozi)

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
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

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

Document review and approval

Revision history

Version	Created By	Document Approved By	Date Approved	Revision
V1	XX	Terminal/Branch Head	XX	XX
SOPP Number		1		
Applicable Entities		Entity Type	Entity Name	
		Non- Container Terminal	➤ Rozi Bulk Terminal	
Process Owner		Terminal/Branch Head		
IT Applications		Entity Name		System
		Rozi Bulk Terminal		SAP Hana
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

Definitions:

1. **Company/ Entity:** Any references/ mention of “entity” or “company” in the SOP refers to “J M Baxi Group.”
2. **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.
3. **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.
4. **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.
5. **Out of Charge:** A customs status that indicates that goods have been cleared for import or export.
6. **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.
7. **Stowage Plan:** Stowage plan is a map that shows where to place cargo on a ship.
8. **Laycan:** Laycan is the agreed-upon time when a ship is expected to arrive at a port to load or unload cargo. It is an abbreviation of "lay days cancelling".
9. **GSFC:** Gujarat State Fertilizers & Chemicals Limited
10. **DOF:** Department of Fertilizers
11. **TDR:** Terminal Discharge Report

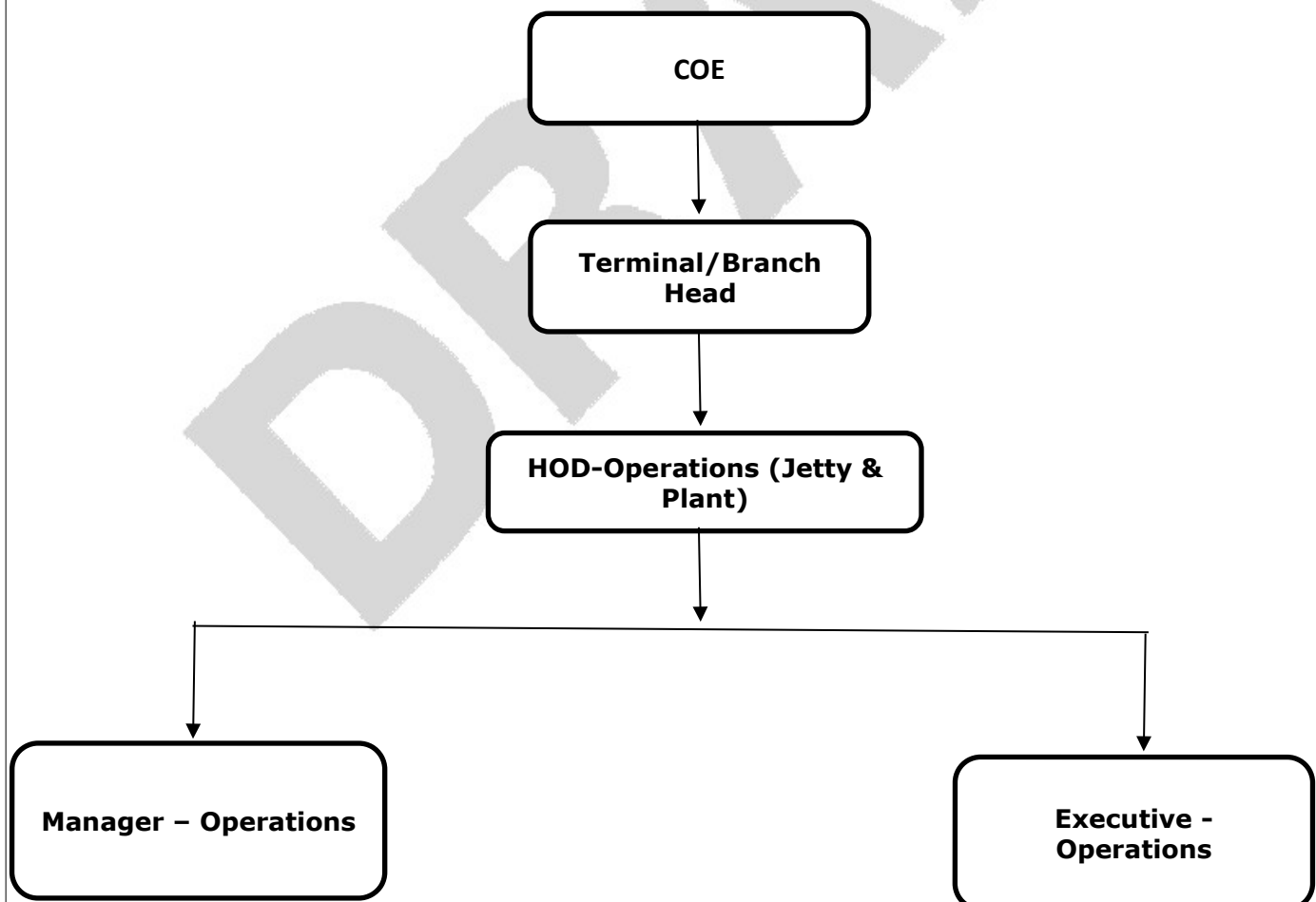
Executive Summary

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:

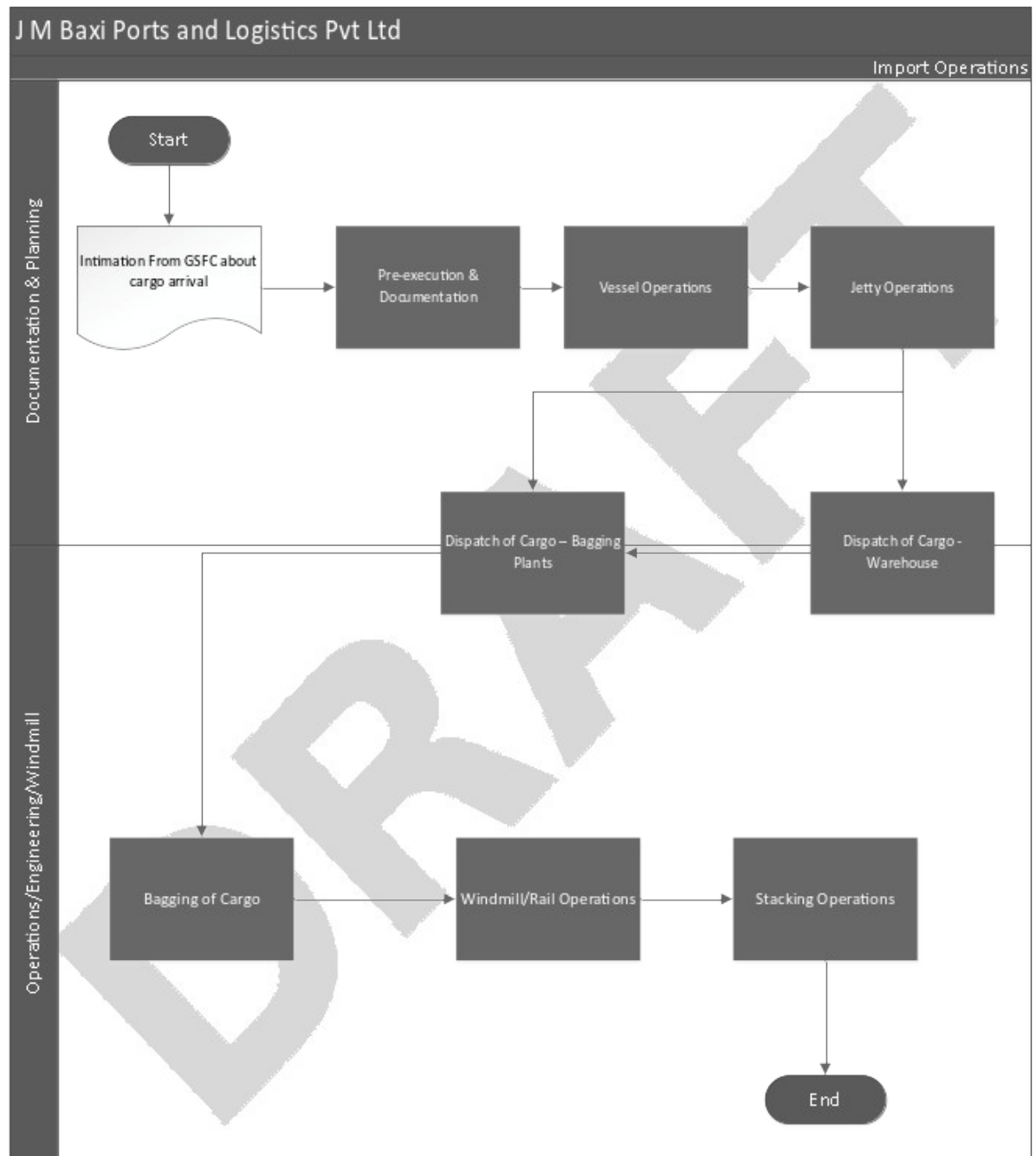
1. **Cargo Handling Procedures:** Guidelines for the receipt, storage, and dispatch of cargo, ensuring accurate and timely processing.
2. **Vessel Operations:** Standard practices for the docking, unloading, loading, and departure of vessels, including safety protocols for crew and equipment.
3. **Equipment 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. Pre-execution - Documentation

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
1.1 Vessel Intimation and confirmation Department of Fertilizer (DOF) receives vessel intimation from the supplier based on which it communicates to GSFC which in turn mails to ROZI for acceptance of vessel along with annexure and description of Vessel. HOD - Documentation & Planning verifies the annexure and responds to GSFC along with any additions such as Grab and Crane requirements (If vessel is gearless)	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.2 Verification and Response Once HOD – Documentation & Planning confirms to GSFC, GSFC gives go ahead to DOF and then to supplier and the vessel. Once vessel is sailed HOD - Documentation & Planning communicates to GSFC for requirement of documents for filing Bill of Entry. The various such as Commercial Invoice, Certificate of quality and quantity, load port draft survey report, insurance, bill of lading, stowage plan, High sea sail invoice (if any)/Agreement/Contract (If any).	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.3 Initiation of filing of bill of entry Vessel agent notifies Rozi by sharing Estimated Time of Arrival (ETA) notice and same is shared with GSFC. Based on which Vessel agent files IGM (Import General Manifest) with Custom authority. Once filed IGM number is shared with the HOD - Documentation & Planning. HOD - Documentation & Planning after receiving documents from GSFC and IGM number from vessel agent start process of filing the bill of entry.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.4 Pre-Arrival and Vessel Unloading	HOD –	Terminal/	As &	Manual

Planning HOD - Documentation & Planning send a pre-arrival msg to master and request for confirmation and inform in advance about the vessel unloading planning to master via agent. And same is confirmed by the master based of which vessel arrival planning is done.	Documentation & Planning	Branch Head	When	
1.5 Preparation and Acknowledgment of Vessel Documents Based on the ETA notice, HOD - Documentation & Planning prepares all the vessel documents such as intimation letter and bond to the port authorities, port / customs permission for labor, machines, onboard labor, excavator operator, receiver's representatives and Rozi employees. Port authorities acknowledges the letter and bond with signed and stamped.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.6 Stowage Plan and Discharge sequence Vessel agent shall share the ETA to the terminal on basis 11/7/5/3/1 day notice. Vessel agent shall share all relevant vessel safety check lists, Stowage plan and discharge sequence along with gear details to Rozi for preparation activities.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.7 Bill of Entry Filing and Duty Calculation Bill of entry needs to be filed before vessel arrival date with a window of 24 - 48 hours. Duty calculation is prepared based on vessel load port documents and insurance and then CHA executive files the BOE with customs via portal submitting all the documents and generates the BOE number and Challan number and the same is shared with GSFC	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.8 Customs Payment Completion and Documentation GSFC completes the payment to customs	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual

and informs to CHA exec, based on which the payment receipt is generated and documented.				
1.9 Vessel Arrival Planning and Laytime Preparation Vessel arrival planning is done along with discussions with terminal head and all HODs (with operation / engineering / labor contractor etc. regarding the availability of machines, all bagging plant should be ready prior cargo arrival at jetty, daily discharge, daily bagging, barge movement, etc.).Based on final ETA from master Laytime is prepared by documentation	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.10 Boarding the vessel Once vessel arrives vessel agent arranges custom boarding programmed where custom, agent, surveyors, stevedore exec will board the vessel at anchorage.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.11 Vessel Clearance and Draft Survey Completion Once verification is completed, gives the vessel clearance and draft survey for surveyor from receiver and agent. HOD - Documentation & Planning informs the Chief Officer/Master to connect the grabs and open all hatches.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.12 Pre-Discharge Operation and Checks After all cranes connected the grabs, onboard supervisors check all the grabs condition prior to commence the discharge operation. If any grabs found leakage, then informed Chief Officer/Master to repair the same as soon as possible.	On-board supervisors	Terminal/ Branch Head	As & When	Manual
1.13 Post-Sailing Reporting After Vessel Sailing the TDR and final discharge and dispatch report to be sent	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual

to Management as required.				
1.14 Cargo Reconciliation and Laytime Statement Preparation HOD - Documentation & Planning shall ensure the day-to-day storage information to update in system and prepare the cargo reconciliation statement along with laytime statement after completion of Vessel.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.15 Pre-Arrival Discharge Operations Based on Vessel arrival, shall undergo discharge meeting all concerned stakeholders to discuss about Vessel discharge operations at least one day before Arrival of Vessel.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual
1.16 Cargo Sampling for Lab Testing by Agri Inspectors Terminal allows the central Agri inspector and state Agri department cargo samples for lab test.	HOD – Documentation & Planning	Terminal/ Branch Head	As & When	Manual

2. Discharge Operations – Vessel Operations

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
2.1 Commencement of Discharge Operations The cargo vessel arrives at Bedi anchorage. After completion of relevant formalities, within next six hours the discharge commences with the help of vessel's cranes or floating cranes.	HOD – Operations	Terminal/ Branch Head	As & When	Manual
2.2 Transportation and Discharge of Cargo The bulk cargo discharged by these vessel cranes is then transported to the Rozi jetty by fleet of Self-propelled barges. During discharging the cargo, Terminal shall deploy excavators for proper discharge of cargo from barges.	HOD – Operations	Terminal/ Branch Head	As & When	Manual
2.3 Cargo Cleaning and Manpower Deployment For cleaning of cargo, onboard and terminal shall deploy adequate manpower for collection and cleaning of vessel deck / deck of barges. All Hatches to be cleaned once the complete the cargo inside hatches and all barges will be cleaned after completion of all cargo unloaded from barges.	HOD – Operations	Terminal/ Branch Head	As & When	Manual
2.4 Monitoring and Recording Stevedoring Manpower Shifts Rozi Vessel onboard foremen / supervisor shall monitor and note down all head count for stevedoring manpower in every shift while boarding and de-boarding. Onboard foremen to ensure One signal man to be deployed for One crane each while discharging operations	HOD Operations	Terminal/ Branch Head	As & When	Manual
2.6 Hold Cleaning Equipment and Labor	HOD –	Terminal/	As &	Manual

Preparation Stevedoring team to ensure all hold cleaning labors to have adequate shovels and poking rods of above 5 meters for clearing the cargo from the all-cargo hold frames.	Operations	Branch Head	When	
2.7 Signal Equipment for Vessel Discharge Operations Stevedoring team to ensure all signal mans to have white hand gloves or signal batons for entire vessel discharge operations.	HOD – Operations	Terminal/ Branch Head	As & When	Manual
2.8 Coordination and Daily Reporting HOD - Documentation & Planning & Operations shall coordinate with Vessel agent and Receiver related to statement of facts. All Daily working reports along with port / customs boat notes should be prepared on daily basis and signed by Vessel Chief officer and shared with all concerned.	HOD – Documentati on & Planning	Terminal/ Branch Head	As & When	Manual
2.9 Sharing Final Documentation HOD - Documentation & Planning shall share Vessel signed Statement of Facts / discharge completion certificate, final draft survey calculation sheet, notice of readiness, daily onboard working report and laytime statement with GSFC upon completion of Vessel.	HOD - Documentati on & Planning	Terminal/ Branch Head	As & When	Manual

3. Discharge Operations – Jetty Operations

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
3.1 Team Briefing and Discharge Operations As discussed, Terminal head and all HODs brief all the team members about the operations. Discharge operations to be carried out as per requirement.	HOD – Operations & Engineering	Terminal/ Branch Head	As & When	Manual
3.2 Excavator Maintenance and Coordination Exec – Operations/Engineering ensures excavators are properly fixed and in working condition. Shift in charge to coordinate with engineering team for any abnormalities.	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual
3.3 Shift Plan and Equipment Coordination Shift in charge to share the shifting plan for every shift on commencement related to number of dumper (if conveyor belt is not working) and equipment on jetty and warehouse.	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual
3.4 Barge Closure for Rain Protection Exec – Operations/Engineering ensures all barges to be properly closed with tumpline for sudden rains.	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual
3.5 Placement on Jetty near Hopper Area Proper slings & D-shackles to be placed on Jetty near to hopper area for equipment placement and removal (if vessel having not sufficient bollard for lashing of cargo barge)	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual
3.6 Signal Man Duties During Equipment Placement While placement of onboard equipment loaded into the barge signal man to	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual

provide signals properly.				
3.7 Diesel Filling Protocol Engineering team to ensure equipment to be filled with diesel before sending to onboard / placement inside cargo hold of the Vessel	Exec-Engineering	HOD-Engineering	As & When	Manual

4. Dispatch Operations – Cargo dispatch operations

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
4.1 Indent Planning for dispatch of cargo HOD - Documentation & Planning to coordinate with Receiver / CHA / operations team for the out of charge and rail / road indent planning for the dispatch of cargo.	HOD – Documentation & Planning	Terminal /Branch Head	As & When	Manual
4.2 Coordination for Bagging Equipment Accordingly, Operations team to inform Engineering team for healthiness of all Bagging machines. Engineering team to inspect the conveyors, Load cells, weighing machine & Equipment required for bagging purpose.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
4.3 Coordination for Empty Bags and Neem Oil HOD - Documentation & Planning to coordinate with Receiver for the empty bags and neem oil for the dispatch of cargo.	HOD – Documentation & Planning	Terminal /Branch Head	As & When	Manual
4.4 Monitoring and Reporting Bagging Materials Operations/Engineering team to monitor number of empty bags and threads used for bagging purpose. Same to be informed to Client for ascertaining the reconciliation statement.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
4.5 Indent Placement for Cargo Dispatch Operations/windmill team shall place indent (thru' railway agent) for dispatch of cargo.	HOD - Operations / Windmill	Terminal /Branch Head	As & When	Manual
4.6 Coordination for Rake Availability Accordingly, Railway team to coordinate with Indian Railways and BCN / HL rake	HOD - Windmill	Terminal /Branch Head	As & When	Manual

availability early placement of rake as per requirements.				
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5. Dispatch Operations – Unloading of cargo - Forward Movement A side

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
5.1 Cargo Feeding Operations at Jetty 2 excavators shall be engaged for feeding of cargo in feeder hopper at the jetty. 2 feeder hoppers are placed at the jetty - HP 1A and HP 2 A.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
5.2 Cargo Transfer Process at Jetty The cargo is feed to the feeding hoppers and transferred through Belt Conveyor -BC 2 A to the Junction House - JH -2A.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
5.3 Automated Neem Oil Coating at Junction House Neem oil coating is performed at the JH - 2 A where air and oil spray is performed simultaneously on the cargo	Exec-Engineering	HOD-Engineering	As & When	System
5.4 Cargo Diversion Decision Post to which, Diverter from engineering team decides the moment of cargo to be diverted to warehouse or bagging plant.	Exec-Engineering	HOD-Engineering	As & When	Manual
5.5 Cargo Transfer to Warehouse The Cargo diverted to warehouse proceeds through Belt conveyor - BC 5A and moves to the Junction House - JH 5A	Exec-Engineering	HOD-Engineering	As & When	Manual
5.6 Cargo Transfer to Main Warehouse The cargo is further transferred to the main warehouse conveyor belt - BC 6A through the junction house - JH 5A	Exec-Engineering	HOD-Engineering	As & When	Manual
5.7 Monitoring and Navigation of Tripper Trolley in Warehouse The cargo in BC - 6A moves in warehouse and is controlled by tripper trolley through sliders on each side of the belt. Engineering team monitors the same manually and navigates the trolley movement.	Exec-Engineering	HOD-Engineering	As & When	Manual

5.8 Cargo Storage in Warehouse The cargo falls in the warehouse in 3 heaps and stored until the Vessel is unloaded completely	Exec-Engineerin g	HOD-Engineering	As & When	Manual
5.9 Cargo Transfer to Bagging Plant For the Cargo that is diverted to the Junction House -JH 3A through belt conveyor BC -3A which moves further down the Bagging plant - BP 1	Exec-Engineerin g	HOD-Engineering	As & When	Manual
5.10 Cargo Diversion to Bagging Plant The Diverter in JH 3A decides the further movements between BP1 and BP 2 which is adjacent to each other. If the same needs to be diverted to BP 2, the cargo moves through BC - 4A and reaches the Junction House - JH 4 A and further moves down to BP 2	Exec-Engineerin g	HOD-Engineering	As & When	Manual

6. Dispatch Operations – Unloading of cargo - Forward Movement B side

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
6.1 Cargo Feeding Operations (Jetty) 1 excavators shall be engaged for feeding of cargo in feeder hopper at the jetty. 1 feeder hoppers are placed at the jetty - HP 1B.	Exec-Engineering	HOD-Engineering	As & When	Manual
6.2 Cargo Transfer to Junction House The cargo is fed to the feeding hopper and transferred through Belt Conveyor -BC 2 B to the Junction House - JH -1B.	Exec-Engineering	HOD-Engineering	As & When	Manual
6.3 Neem Oil Coating at Junction House Neem oiling is performed at the JH - 1B where air and oil spray is performed simultaneously on the cargo.	Exec-Engineering	HOD-Engineering	As & When	Manual
6.4 Cargo Diversion Between Bagging Plants Post to which, Diverter from engineering team decides the moment of cargo to be diverted in between the Bagging plants	Exec-Engineering	HOD-Engineering	As & When	Manual
6.5 Cargo Diversion to Bagging Plants The Diverter in JH 1B decides the further movements between BP3 and BP 4 which is adjacent to each other. If the same needs to be diverted to BP 4, the cargo moves through BC - 3B and reaches the Junction House - JH 2B and further moves down to BP 4.	Exec-Engineering	HOD-Engineering	As & When	Manual

7. Dispatch Operations – Loading of Cargo - Reverse movement A Side

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
7.1 Cargo Feeding Operations (Warehouse) 1 excavators shall be engaged for feeding of cargo in feeder hopper at the warehouse. 1 feeder hoppers are placed at the end of warehouse - HP 3A.	Exec-Engineering	HOD-Engineering	As & When	Manual
7.2 Cargo Transfer to Junction House The cargo is feed to the feeding hoppers and transferred through Belt Conveyor -BC 7A to the Junction House - JH -4A.	Exec-Engineering	HOD-Engineering	As & When	Manual
7.3 Cargo Diversion to Bagging The Diverter in JH 4A decides the further movements between BP2 and BP 1 which is adjacent to each other. If the same needs to be diverted to BP 1, the cargo moves through BC - 4A (Reverse) and reaches the Junction House - JH 3 A and further moves down to BP 1	Exec-Engineering	HOD-Engineering	As & When	Manual

8. Dispatch Operations - Loading of Cargo - Reverse movement B Side

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
8.1 Cargo Feeding Operations (Warehouse) 1 excavators shall be engaged for feeding of cargo in feeder hopper at the warehouse. 1 feeder hoppers are placed at the front of warehouse - HP 2B	Exec-Engineering	HOD-Engineering	As & When	Manual
8.2 Cargo Transfer to Junction House The cargo is fed to the feeding hoppers and transferred through Belt Conveyor -BC 5B to the Junction House - JH -3B	Exec-Engineering	HOD-Engineering	As & When	Manual
8.3 Cargo Transfer to Bagging Plant The Cargo further moves to junction house - JH 2B through Belt Conveyor - BC 4B from which it moves down to the Bagging Plant - BP 4.	Exec-Engineering	HOD-Engineering	As & When	Manual
8.4 Cargo Diversion to Bagging Plant The Diverter in JH 2B decides the further movements between BP4 and BP 3 which is adjacent to each other. If the same needs to be diverted to BP 3, the cargo moves through BC - 3B (Reverse) and reaches the Junction House - JH 1B and further moves down to BP 3.	Exec-Engineering	HOD-Engineering	As & When	Manual

12.Dispatch operations - Emergency Breakdown - Forward/Reverse

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
9.1 Cargo Movement via Dumper In-case of breakdown of Belt Conveyor (BC) forward/reverse, the cargo is moved through dumper from Jetty (forward) or to Jetty (Reverse) and engineering and Operations team control the same.	Exec-Engineering	HOD-Engineering	As & When	Manual
9.2 Maintenance of Hoppers and Dumpers Operation team shall inform to Engineering team to make ready Hoppers and dumpers without leakage to avoid spillage of cargo while shifting from Jetty to Warehouse. All dumpers tail gates to be fixed with thermocol and foam to fix the spillages during enroute.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
9.3 Placement and Secure Closure of Dumpers Dumper drivers to ensure proper placement of dumpers on Jetty for loading of cargo and ensure all dumpers tail gates are properly closed during shifting operations.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
9.4 Tarpaulin Covering for Cargo During Rain All local trucks and dumpers (if bulk cargo moves to other places) drivers to ensure all dumpers / tippers to fixed with tarpaulins for covering of cargo during sudden rains.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
9.5 Vehicle Safety Check Drivers to ensure all vehicle head lights, signal lights, wipers, and horns all to be in workable condition.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual
9.6 Vehicles Adhere to Designated Routes Drivers to ensure that vehicles to run only in enroute marked for Vehicles. Drivers to ensure all safety guidelines to be followed while working in Warehouse.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual

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10. Discharge Operations – Bagging of Cargo

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
10.1 Standardization of Cargo Packaging The standardization of the cargo in form bags is done by highly sophisticated 04 packing plants having the tolerance of approx. 50 Gm and total packaging approx. capacity of 3000-4500 MT per day.	Exec-Engineer g	HOD-Engineering	As & When	Manual
10.2 Bagging and Stacking Cargo The cargo that flows down to the bagging plant is filled in bags and stacked along the slat conveyor line of the entire siding.	Exec-Engineer g	HOD-Engineering	As & When	Manual
10.3 Stitching and Spillage Management Stitching manpower fixed for every bagging machine performs the stitching activity and ensures to collect the spillages wherever generated to avoid any wastages.	Exec-Engineer g	HOD-Engineering	As & When	Manual
10.4 Random Weighment for Accuracy The operation team performs random weighment to ascertain the accuracy of bags loaded onto local / outstation trucks.	Exec-Engineer g	HOD-Engineering	As & When	Manual
10.5 Surveyor Inspection of Wagon/Truck Client appointed surveyor shall check the wagon / trucks condition upon placement to ascertain the reject wagons if any.	Exec-Engineer g / Surveyor	HOD-Engineering	As & When	Manual
10.6 Bag Count Verification Client appointed surveyor to coordinate with Receiver surveyor to ascertain number of bags loaded onto trucks / wagon.	Exec-Engineer g / Surveyor	HOD-Engineering	As & When	Manual
10.7 Rake Placement and Loading Details Operations team shall inform Railway team and Docs team about the rake placement, commencement, and completion time along with number of bags filled per wagon and	Exec-Operations	HOD-Operations	As & When	Manual

rake wise to ascertain the quantity loaded onto the rake.				
10.8 Inspection and Verification While bagging of cargo and before loading bags into trucks, Controller automatically inspects / checks (approx. ratio 3 bags out of 20/30/50 depend on weather / cargo condition and operation and surveyor staff also hourly check bags on portable scale. Surveyors will ensure also count every truck bags before out of gate.	Controller	HOD – Operations / Engineering	As & When	Manual
10.9 Maintenance of bags Operation team and surveyors ensure that dispatch of all truck (local or outstation) from all the bagging plant (reverse / forward) should be covered with tarpaulin and lashed before out of gate.	Exec-Operations / Engineering	HOD-Operations / Engineering	As & When	Manual

11. Discharge Operations – Windmill/Rail Operations

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
11.1 Rail Dispatch of Bagged Cargo The bagged cargo is then dispatched by Rail through nearby goods station Windmill which is about 10 km from our Rozi facility. Cargo is thus delivered to the hinterland destination in form of bags.	Exec- Windmill	HOD-Windmill	As & When	Manual
11.2 Loading as per Railway Schedule Windmill/Railway team to inform the Vendor for readiness of gangs as per the placement of rake to load the cargo within the assigned time given by Indian Railway.	Exec- Windmill	HOD-Windmill	As & When	Manual
11.3 Railway Indent and Rake Placement GSFC provides the railway indent/destination to the Railway team who shall inform all concerned authorities for placement of rake to prepare the system accordingly.	Exec- Windmill	HOD-Windmill	As & When	Manual
11.4 Wagon Loading Upon Rake Placement Once the rake arrives and placed, windmill team informs the labor contractor/surveyor to start the wagon loading activity and complete the rake in time.	Exec- Windmill	HOD-Windmill	As & When	Manual
11.5 Communication of Freight Charges During loading, railway in charge informs the railway team on the freight charges of the respective rake. The same is communicated to the GSFC to initiate the freight charges before completion to avoid unnecessary delay in generation of RR.	Exec- Windmill	HOD-Windmill	As & When	Manual

11.6 Daily Rake Report On completion of each rake, windmill/railway team prepares daily rake report which contains details of the rake such as no of wagon, vessel name, description of cargo, placement time, commencement time and completion time.	Exec- Windmill	HOD- Windmill	As & When	Manual
11.7 Maintenance of bags Filled bags to be covered with tarpaulins to avoid open to prevailing weather conditions.	Exec- Windmill	HOD- Windmill	As & When	Manual

12. Warehouse Operations – Stacking Operations

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
12.1 Stacking Plan of Cargo Operation in charge coordinate with Shift in charge for the stacking plan of cargo (bulk / bags) inside warehouse / hire open yard.	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual
12.2 Stacking Cargo at Windmill Platform If rake is not placed, then the cargo is stacked at windmill platform based on the indent until the cargo is loaded to the rake.	Exec-Windmill	HOD-Windmill	As & When	Manual
12.3 Maintenance Adequate tarpaulins should be placed near to the stacking area and should be in visible range for covering on immediate basis.	Exec-Windmill	HOD-Windmill	As & When	Manual
12.4 Barricades to Safeguard Cargo & Warehouse Boundaries Adequate barricades to be placed inside warehouse / plot to safeguard the cargo as well as warehouse boundaries.	Exec-Windmill	HOD-Windmill	As & When	Manual



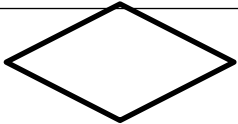

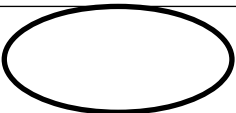


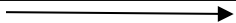
13. Miscellaneous Operations

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
13.1 Internal Shifting Internal shifting if anything required for space creation to be carried out by informing client / surveyor for monitoring purpose with maintaining a daily Log sheet.	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual
13.2 Monitoring Equipment and Trolley Operations Operation / engineering to monitor equipment & trolley working inside warehouse.	Exec-Operations /Engineering	HOD-Operations /Engineering	As & When	Manual
13.3 Manpower Allocation Total number of manpower / gangs shall be as per the terms and conditions between Vendor and Rozi.	NA	Terminal /Branch Head	As & When	Manual
13.4 Cargo Quality and Preventing Contamination HOD – Operations/Engineering ensures there shouldn't be any contamination to the cargo. Quality to be maintained as per cargo characteristics.	HOD-Operations / Engineering	Terminal /Branch Head	As & When	Manual
13.5 Equipment cleaning and Area Washing After completion of vessel, Operation team shall confirm to Engineering team regarding washing of equipment, hoppers, Bagging plant, barges, and jetty area.	Exec-Operations	HOD-Operations	As & When	Manual
13.6 Loader and Manpower Placement Operation team shall coordinate with Vendor	Exec-Operations	HOD-Operations	As & When	Manual

and Engineering team for placement of loaders and manpower to commence the loading.				
13.7 PPE Compliance All workers working in warehouse to be with full PPE as per the Rozi standards.	HOD-Operations / Engineering	Terminal /Branch Head	As & When	Manual

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