Nava Sheva Distribution Terminal (NSDT)

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 are defined are 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 — ➢ Nhava Sheva Distribution Terminal
Process Owner	Terminal Head
IT Applications	**Entity Name**: Nhava Sheva Distribution Terminal — **System**: Infyz – Itoms
Guidelines / Policy reference	
SOPP Cross References	

DRAFT

Contents

DRAFT

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.

DRAFT

- **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".

DRAFT

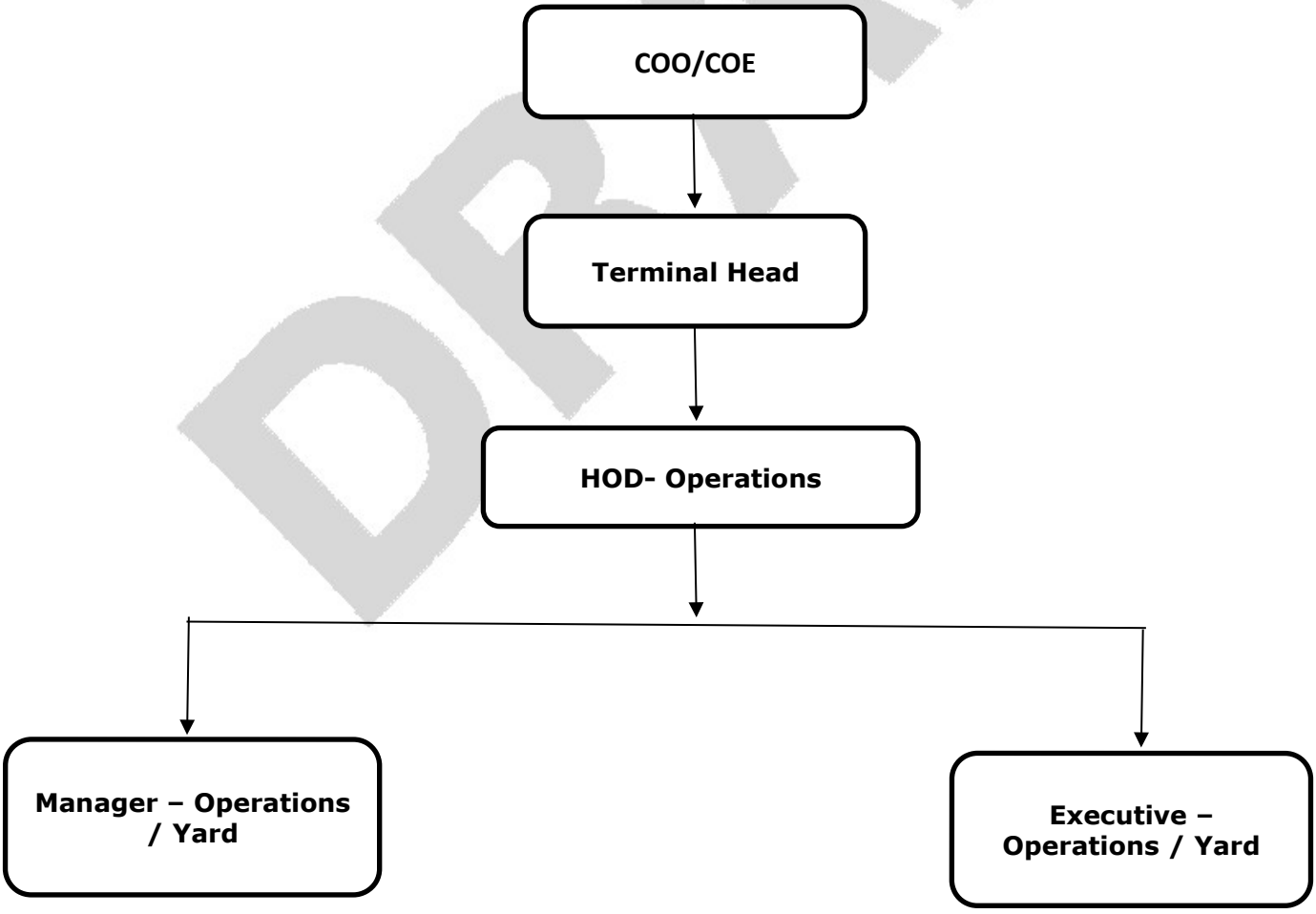
Executive Summary

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.

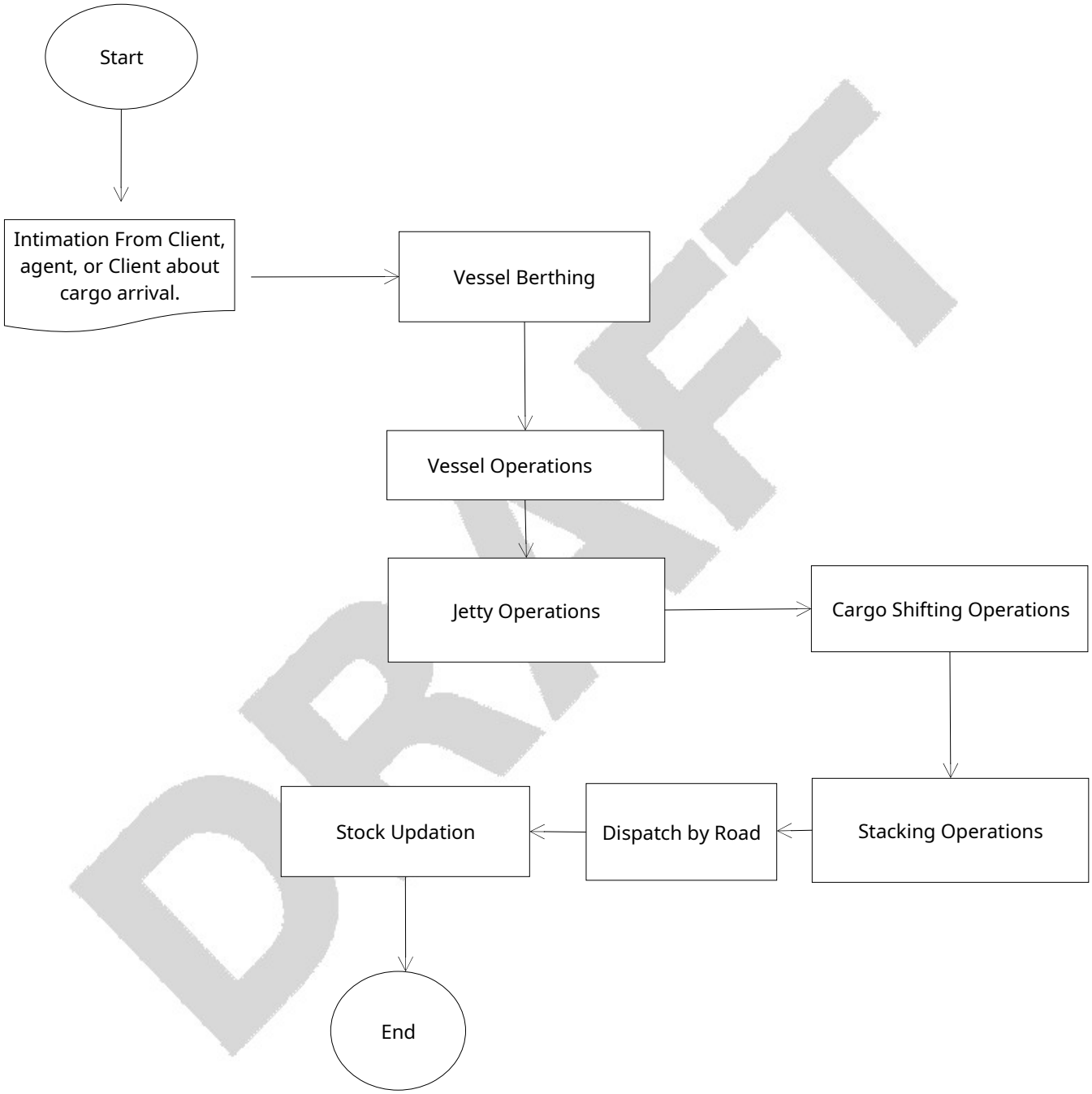
Organization Structure



DRAFT

Import of Cargo

Process Flow



DRAFT

Key Process Activities

1. Vessel Berthing

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
1.1 Cargo Planning Customer provides the projected cargo details to EXEC / MANAGER - Operations. EXEC / MANAGER - Operations uses this information for planning and execution.	**Executive/ Manager – Operations**	**HOD – Operation / Terminal Head**	**As and when**	**Manual**
1.2 Verification of Statutory Documents 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. 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.	**Executive – Documentation**	**HOD – Operation**	**As and when**	**Manual**
1.3 Sharing of Vessel Details Customer provides the vessel details in the prescribed format to EXEC - Operations before cargo un-loading, to confirm that the vessel is suitable for discharge at NSDT.	**Executive - Operations**	**HOD – Operation**	**As and when**	**Manual**
1.4 Acceptance of Vessel EXEC / MANAGER - Operations reviews the vessel's suitability based on the details provided in the email and confirms the acceptance to the customer, and based on this	**Executive / Manager - Operations**	**HOD – Operation / Terminal Head**	**As and when**	**Manual**

DRAFT

confirmation, the vessel loading is carried out.				
1.5 Sharing of Laycan Details Once the vessel is accepted, Executive / Manager - Operations shares the vessel laycan details along with the terms and conditions with the receiver prior to the vessel's arrival.	**Executive / Manager - Operations**	**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 online (Focus system) and same is approved by JNPA Marine for movement of vessel.	**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 agreed discharge sequence.	**Executive – Operations**	**HOD – Operation**	**As and when**	**Manual**

DRAFT

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 EXEC - Onboard coordinates with SIC - Operations for placement of Forklift inside holds to remove the under-coaming cargo.	**Executive – Onboard**	**HOD – Operation**	**As and when**	**Manual**
2.6 Placement of Trailers EXEC - Onboard coordinates through VHF with EXEC - 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.	**Executive – Onboard**	**HOD – Operation**	**As and when**	**Manual**

DRAFT

2.7 Stevedoring Stevedoring agency provides adequate and trained crane operator for operating the vessel crane. Signal man to be provided for every crane for signaling purpose. 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 Deploying Forklifts / Farana HOD - Operations deploy Forklifts & Farana for proper discharge of steel and bagged cargo from the coaming areas.	**HOD – Operations**	**Terminal Head**	**As and when**	**Manual**
2.10 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**
2.11 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**
2.12 Sharing of Documents EXEC - Documentation shares signed Statement of Facts, Stevedoring reports etc. with HOD-Operations and Terminal Head upon completion of Vessel.	**Executive – Documentation**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

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 and cargo is moved from wharf to storage and vice-versa using trailers.	**SIC - Operations**	**HOD - Operations**	**As and when**	**Manual**
3.2 Placement of Forklifts EXEC - Jetty ensures all Forklifts, Proper slings & D-shackles are placed on Jetty for equipment placement and removal.	**Executive – Jetty**	**HOD - Operations**	**As and when**	**Manual**
3.3 Signaling Signal Man provides accurate signals for placement of equipment. EXEC / MANAGER - Engineering ensures equipment to be filled with diesel before placement inside Vessel.	**Signal Man**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

4. 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 against the wall. When necessary, an appropriate number of bags should be used for beam wall support. Human climbing onto stacks should be avoided. If climbing is unavoidable, it must be carried out in the presence of the SIC - Operations.	**Executive / Manager – Warehouse**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

5.3 Stacking Operations - Slab EXEC - Yard ensures the following: 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) is shared with the SIC - Operations and Surveyor.	**Executive - Yard**	**HOD - Operations**	**As and when**	**Manual**
5.4 Stacking Operations - Cement 1. Vessel loading Master shall coordinate with OPS-SIC regarding the discharging of cement. 2. Executive Onboard shall coordinate with Yard executives regarding placement of bowsers on Jetty for transportation of cargo from Jetty to the final destination. **3.** Executive Onboard shall be responsible for safe discharge of cargo from Vessel and ensure there should not be any spillage/ overloading to bowser. **4.** Executive Onboard shall coordinate with Chief / Duty Officer for the Ballast Operations, in case of any stability concerns conveyed by Chief/Duty Officer , the cargo operations to be suspended till such time the stability of the vessel is brought to normalcy. 5. Toolbox Talk to be conducted with all stakeholders with stacking plan. 6. Signal man to be provided for every bellows for signalling purpose & coordination with the bowser for placement and completion of operation. 7. Shift Supervisor shall ensure the Jetty housekeeping is done thoroughly and cement to be collected by the receiver's housekeeping staff put in bag or in some vehicles for collection.	**Executive Onboard**	**HOD - Operations**	**As and when**	**Manual**
5.5 Stacking Operations – Bulk / Break bulk Executive Yard ensures that: 1. The yard is prepared to receive bulk/ breakbulk commodity prior to the particular cargo arrival 2. Bulk/ breakbulk commodity is shifted from wharf to	**Executive - Yard**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

allocated storage area by dumpers /Trailers to be followed as per individual bulk/ breakbulk commodity. 3. Bulk/ breakbulk commodity is offloaded and stored in yard to be followed as per individual bulk/ breakbulk commodity. 4. Surveyor nominated by the operation department submits comprehensive report each morning covering receipt of cargo from vessel, storage and dispatch. Inform receiver about cargo received and storage location the next working day after completion of vessel discharge through daily customer requirement. 5. Inform Receiver about particular bulk/ breakbulk commodity received and storage location the next working day after completion of vessel discharge. 6. Stack of cargo as per foreign / coastal/party wise & colour code wise.				
5.6 Stacking Operations – Liquid Loading Master (GBL)ensures that: 1. Before receiving product in tank, tank side valves are open and sample is checked from tank side drain valve. 2. Maximum flow rate as mentioned in ship shore safety checklist is maintained. The line pressure shall not exceed 7 kgs/cm2 at jetty end and flowrate 200-350 m3/hrs Cross check ship discharge quantity and shore receipt quantity on hourly basis & record the same. 3. Sailing of vessel is booked 4 hours in advance for expected completion of the cargo. 4. After completion of pumping and confirming the provisional receipt quantity of shore tanks, air/nitrogen is started, blowing from ship manifold to empty out hoses. 5. Manifold valves on jetty line are closed. 6. Hoses from ship manifold are disconnected. Shift in charge ensures that the GBL follows the SOP with all safety rules as per the SOP & is effectively implemented.	**Shift In charge (OPS & SAEFTY- NSDT)**	**HOD - Operations**	**As and when**	**Manual**
5.7 Washing of Equipment Equipment to be washed thoroughly after scrap handling to avoid any material stuck up in chains or other areas.	**Executive / Manager – Warehouse**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

6 Dispatch By Road – Slabs, HR Coil, CR Coil, Cement, Bulk/Break Bulk, Liquid)

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
6.1 Cargo Dispatch 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. After the cargo is loaded onto the trailer/bowser, the Surveyor records the details in the tally sheet. The vehicle then returns to the weighbridge for the gross weighment before being released from the terminal.	**SIC - Operations**	**HOD – Operations**	**As and when**	**Manual**

DRAFT

7 Stock Updation

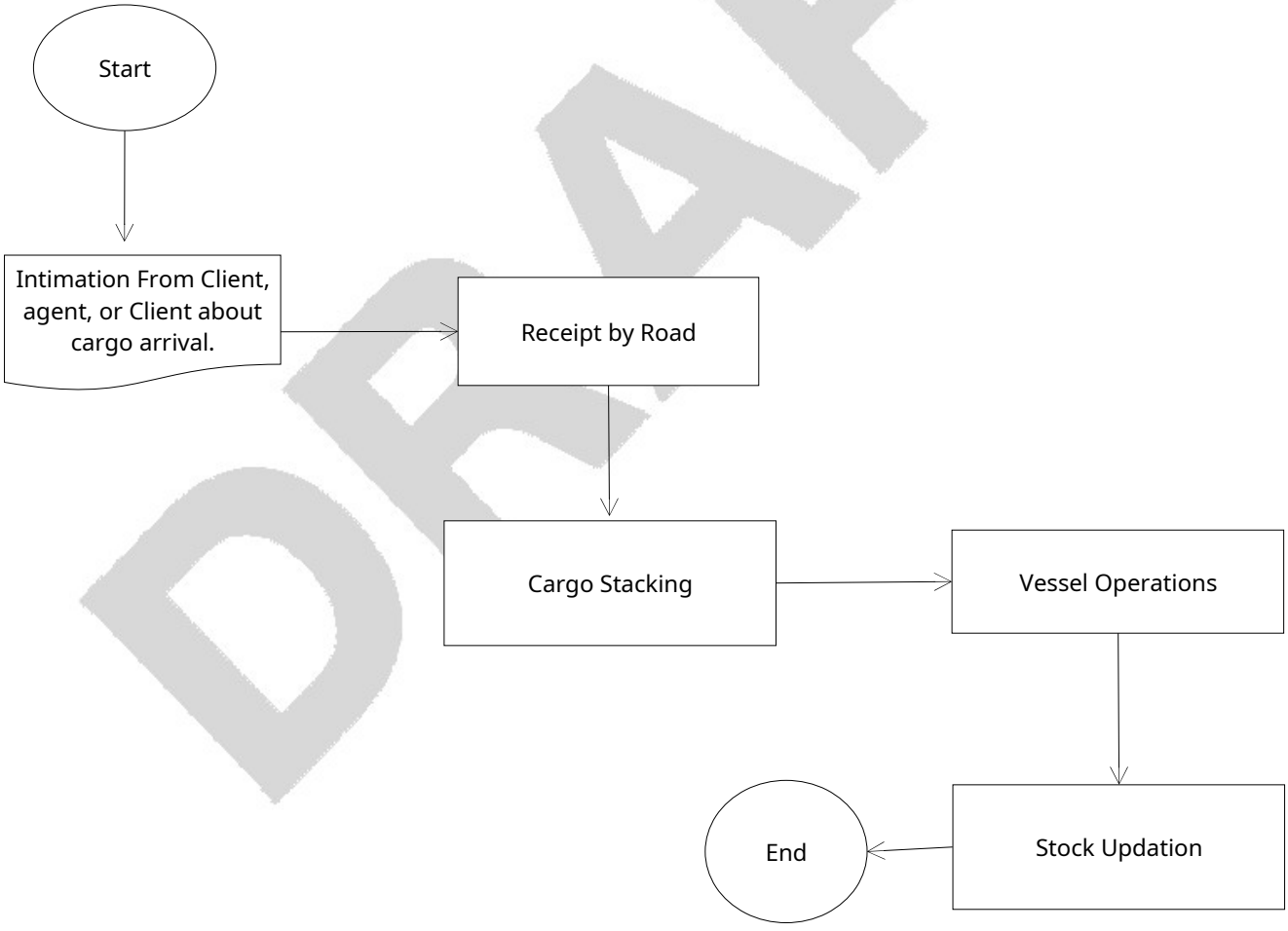
Process Narrative

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

DRAFT

Export of Cargo

Process Flow



DRAFT

1. Receipt by Road (For Slabs, CR Coil, HR Coil, Plate, Billets, Cement, Bulk/Break bulk, Liquid)

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
1.1 Cargo Planning Customer provides the projected cargo details 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**
1.2 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**
1.3 Security Check Based on inspection with the packing list, Security allows the vehicles for unloading.	**Security**	**HOD - Operations**	**As and when**	**Manual**
1.4 Inspection of Cargo 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.	**Surveyor and Executive - Yard**	**HOD – Operations**	**As and when**	**Manual**
1.5 Intra-port Transportation HOD Operations confirms the vessel status to the team	**HOD / SIC – Operations**	**Terminal Head**	**As and when**	**Manual**

DRAFT

to initiate preparation activities. SIC - Operations coordinates with respective hired-equipment contractors to ensure the readiness of equipment and trailers for intraport transportation. 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. 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.				

DRAFT

2. Cargo Stacking

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.1 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**
2.2 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 trailer and issue a letter to shipper on behalf of port regarding any abnormalities to cargo. 4. EXEC -Yard ensures that adequate dunnage to be	**Executive – Yard**	**HOD – Operations**	**As and when**	**Manual**

DRAFT

placed before placing of cargo on ground to safeguard the cargo and hassle-free cargo loading during vessel loading. 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.				
2.3 Cargo Stacking – HR Coil EXEC - Yard ensures the below: 1. Cargo stacking to be carried out size, color code and weight wise segregation basis 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. To ensure that adequate dunnage to be placed before placing of cargo on ground to safeguard the cargo. 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 up to 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**
2.4 Cargo Stacking – Plates EXEC - Yard to ensure the below: 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 port regarding any abnormalities to cargo. 4. EXEC - Yard ensures that adequate dunnage to be placed before placing of cargo on ground to safeguard	**Executive - Yard**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

the cargo. 5. Plates to be stacked as per total carrying weight of ground. 6. Plates to be stacked maximum up to eight high subject to discussion with shipper and obtaining permission. 7. Plates to be marked with chalk by Surveyor for easy identification during vessel loading.				
2.5 Cargo Stacking – CR Coils Terminal-appointed surveyor ensures that the cargo is sent to the stackyard or warehouse for smooth segregation, facilitating hassle-free vessel loading. The surveyor is responsible for stacking the cargo according to the prior instructions from clients. Additionally, the surveyor must report any mismatches or discrepancies, as well as the condition of the cargo, providing detailed reports with appropriate formats and photographs to the operations department for further action. Cargo stacking to be made with height (2*1) and tier as instructed by clients or client's surveyor. Surveyor to ensure with stacking of CR Coils (Height/width wise) inside the warehouse for maintaining good storage without cargo damage. Ensure all the coils/Sheets should be tie up and secured with web sling while shifting on ITVs from railway siding to stack yard and stowage yard to wharf. EXEC - Yard ensures that all the loaded trailers are not tied up with lashing belt in front of loading equipment for avoiding time loss and affected during cargo shifting. EXEC - Yard ensures appropriate dunnaging to be given on trailer for loading of coil before movement of the ITVs.	**Executive - Yard**	**HOD - Operations**	**As and when**	**Manual**
2.6 Cargo Stacking – Cement EXEC - Yard to ensure the below: 1. Surveyor and Yard Executive inspects the Cement cargo. 2. Cement cargo is discharged directly from the vessel into bowsers via bellows. 3. The bowsers, once loaded, proceed directly to the customers' storage areas from the terminal.	**Executive - Yard and Cargo Surveyor**	**HOD - Operations**	**As and when**	**Manual**
2.7 Cargo Stacking – Bulk / Break Bulk	**Executive -**	**HOD -**	**As and**	**Manual**

DRAFT

Executive Yard ensures that: 1. The yard is planned and prepared to receive bulk/ breakbulk commodity prior to the particular cargo arrival 2. Bulk/ breakbulk commodity off-loaded from trailer and stored in yard to be followed as per individual bulk/ breakbulk commodity 3. Quantity is tallied and report to documentation is submitted in 24 hours 4. Informs shipper about particular bulk/ breakbulk commodity received and storage location the next working day after receipt of cargo. **5.** Notices to receivers are sent if cargo is received in damaged or mixed condition 6. Cargo is stacked as per foreign / coastal/party wise & colour code wise.	**Yard**	**Operations**	**when**	
2.8 Cargo Stacking – Liquid Executive Yard ensures that: 1. After receiving cargo at jetty end, pump is stopped for quality check of the product. 2. During transfer operation in vessel, patrolling of jetty pipeline is carried out. 3. Ensure that after completion of pumping, stop export pump, close tank manifold valve and confirm provisional ship receipt quantity. Start air/nitrogen blowing thru pump suction to empty out internal lines including manifold. Close valves of pig trap on terminal end. The dip hatch of tank is to be closed. 4. After getting clearance from jetty end, put good quality cup pig from terminal and drive it to jetty, using air/N2 till pig is received at Shallow jetty. 5. Any unusual occurrence during pigging is to be logged. 6. Hoses are empty by Air / N2 blowing and then disconnect hoses from ship manifold 7. Blind the end flanges after disconnection.	**Executive - Yard**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

2 Vessel Operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
3.1 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**
3.2 QHSE Clearance EXEC - QHSE provides safety clearance before initiation of loading of cargo	**Executive – Onboard**	**HOD – Operations**	**As and when**	**Manual**
3.3 Fitting of Vessel cranes Vessel cranes to be fitted with the gears provided by the terminal for loading operations.	**Executive – Operations**	**HOD – Operations**	**As and when**	**Manual**
3.4 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**
3.5 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**
3.6 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 labours 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 - Operations**	**As and when**	**Manual**
3.7 Equipment Placement	**Executive –**	**HOD –**	**As and**	**Manual**

DRAFT

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.	**Onboard**	**Operations**	**when**	
3.8 Documentation 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. 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.	**Executive - Onboard**	**HOD - Operations**	**As and when**	**Manual**

DRAFT

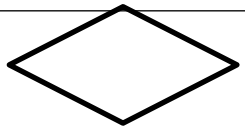
4. Stock Updation

Process Narrative

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

DRAFT

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

DRAFT

	Flow direction

DRAFT