

TUTICORIN INTERNATIONAL CONTAINER TERMINAL (TICT)

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 Head-Operations and then updated by Planning in-charge.

Document review and approval

Revision History

Version	Created By	Document Approved By	Date Approved	Revision
V1	Head Operations	Terminal Head	XXX	XX
SOPP Number		1		
Applicable Entities		Entity Type	Entity Name	
		Container Terminal	➤ Tuticorin International Container Limited	
Process Owner		Terminal Head		
IT Applications				
		Entity Name	System	
		Tuticorin International Container Limited	Dyna Port (TOS) , SAP Hana	
Guidelines / Policy reference				
SOPP Cross References				

Contents

Terminal Operations.....	1
Abbreviations and Definitions.....	17
Abbreviations and Definitions.....	18
Organization Structure.....	21
Gate Operations – Gate in & Gate Out.....	23
Vessel Planning.....	23
➤ VIA Creation.....	24
➤ Discharge- Export Plan.....	25
➤ Loading – Import Plan.....	26
Yard Planning.....	23
➤ Export – Import Plan.....	27
Vessel Operations.....	31
➤ Pre Berthing.....	31
➤ Vessel Berthing.....	32
➤ Loading & Discharge.....	33
Yard Operations.....	36
➤ Export – Import Cycle.....	36
Key Process Activities.....	38
1.Gate In Process –ETV Gate Entry.....	38
2.Planning Procedure - Vessel Planning.....	39
2.1.Planning Procedure - Yard Planning.....	41
3.Vessel Operations- Vessel Berthing.....	42
3.1.Vessels operation - Vessel Loading - Export.....	43
3.3.Vessels operation - Vessel Unberthing.....	47
4.Yard/Road Operations - Export received by Road.....	48
4.1.Yard/Road Operations – Import Delivery by Road.....	50
4.2.Yard/Road Operations - Dual Transactions.....	52
5.Gate Out Operations - ETV Exit.....	53
Symbols/ legends used in flowcharts.....	54

Abbreviations and Definitions

Abbreviations	Details
BAPLIE	Bay Plan Of Import & Export
BEX	Berth Executive
CFS	Container Freight Station
CH	Channel
CHE	Container Handling Equipment
COA	Container Operating Agent
CY	Container Yard
DGS	Directorate General Of Shipping
DPT	Deendayal Port Trust
EAL	Export Advance List
ECH	Empty Container Handler
EDI	Electronic Data Interchange
EIR	Equipment Interchange Reports
ETV	External Transport Vehicle
FBH	Full Body Harness
HHT	Handheld Terminal
HOD	Head Of Department
IAL	Import Advance List
ICD	Inland Container Depots
IMD	India Meteorological Department
IMO	International Maritime Organization
IPOS	Integrated Port Operating System
ITV	Internal Transport Vehicle
KICT	Kandla International Container Terminal
MACH	Marine Container Handling System
MSDS	Material Safety Data Sheet
NOC	No Objection Certificate
ODC	Over Dimension Container
OOG	Out Of Gauge
OTB	Outer Tuna Buoy
POD	Port Of Discharge
POW	Place Of Work
PPE	Personal Protective Equipment

Abbreviations and Definitions

Abbreviations	Details
QC	QUAY CRANE
RS	REACH STACKER
RTG	RUBBER TYRE GANTRY
SIC	SHIFT IN CHARGE
SM	SHIFT MANAGER
SMTF	SUB MANIFEST TRANSHIPMENT PERMIT
SRF	SERVICE REQUEST FORM
SWL	SAFE WORKING LOAD
TAT	TRUCK TURNAROUND TIME
TCS	TATA CONSULTANCY SERVICES LIMITED
TOS	TERMINAL OPERATING SYSTEM
VGM	VERIFIED GROSS MASS
VHF	VERY HIGH FREQUENCY
VIA	VESSEL IDENTIFICATION NO
VMT	VEHICLE MOUNTED TERMINAL
VOA	VESSEL OPERATING AGENT
YEX	YARD EXECUTIVE

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".

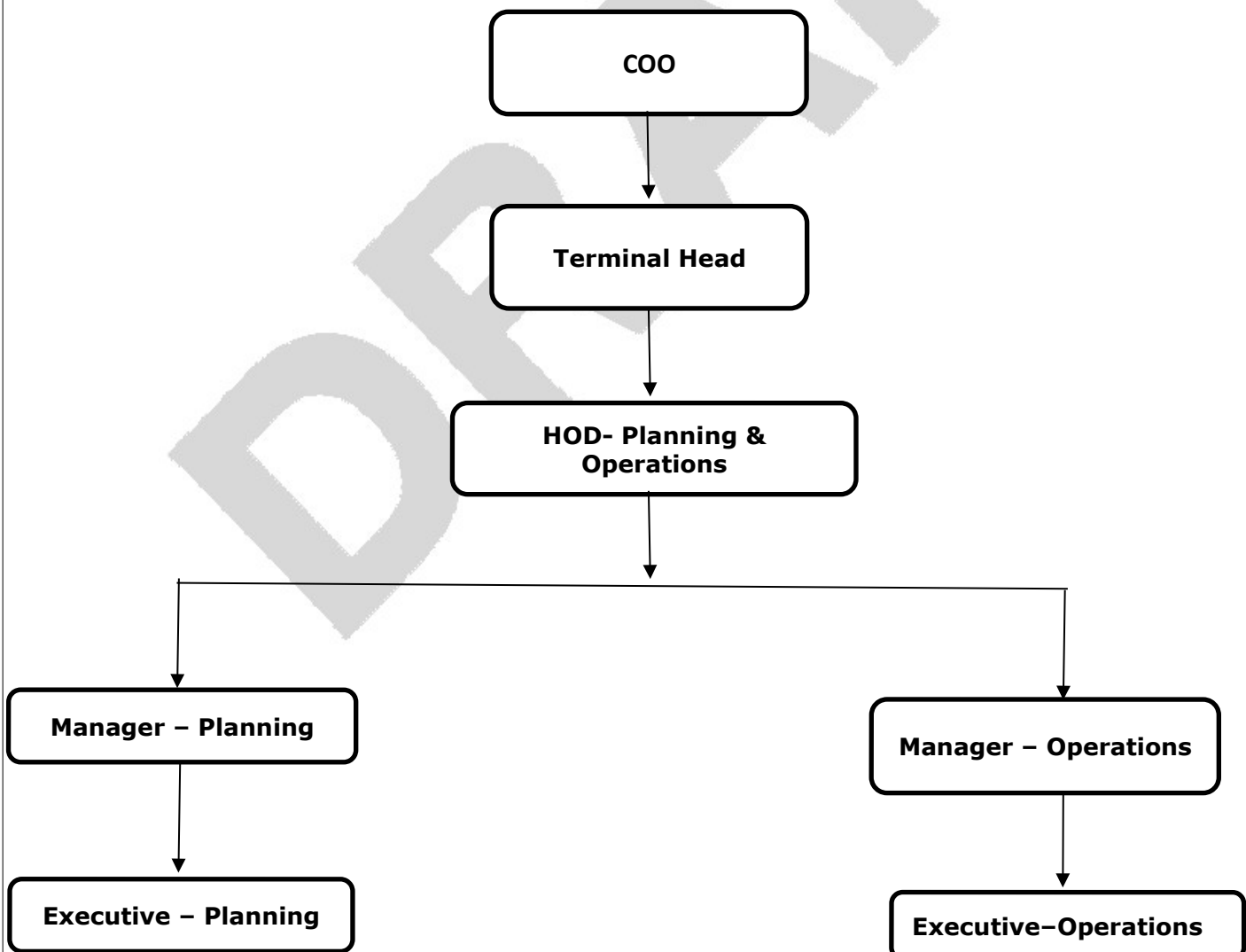
Executive Summary

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.

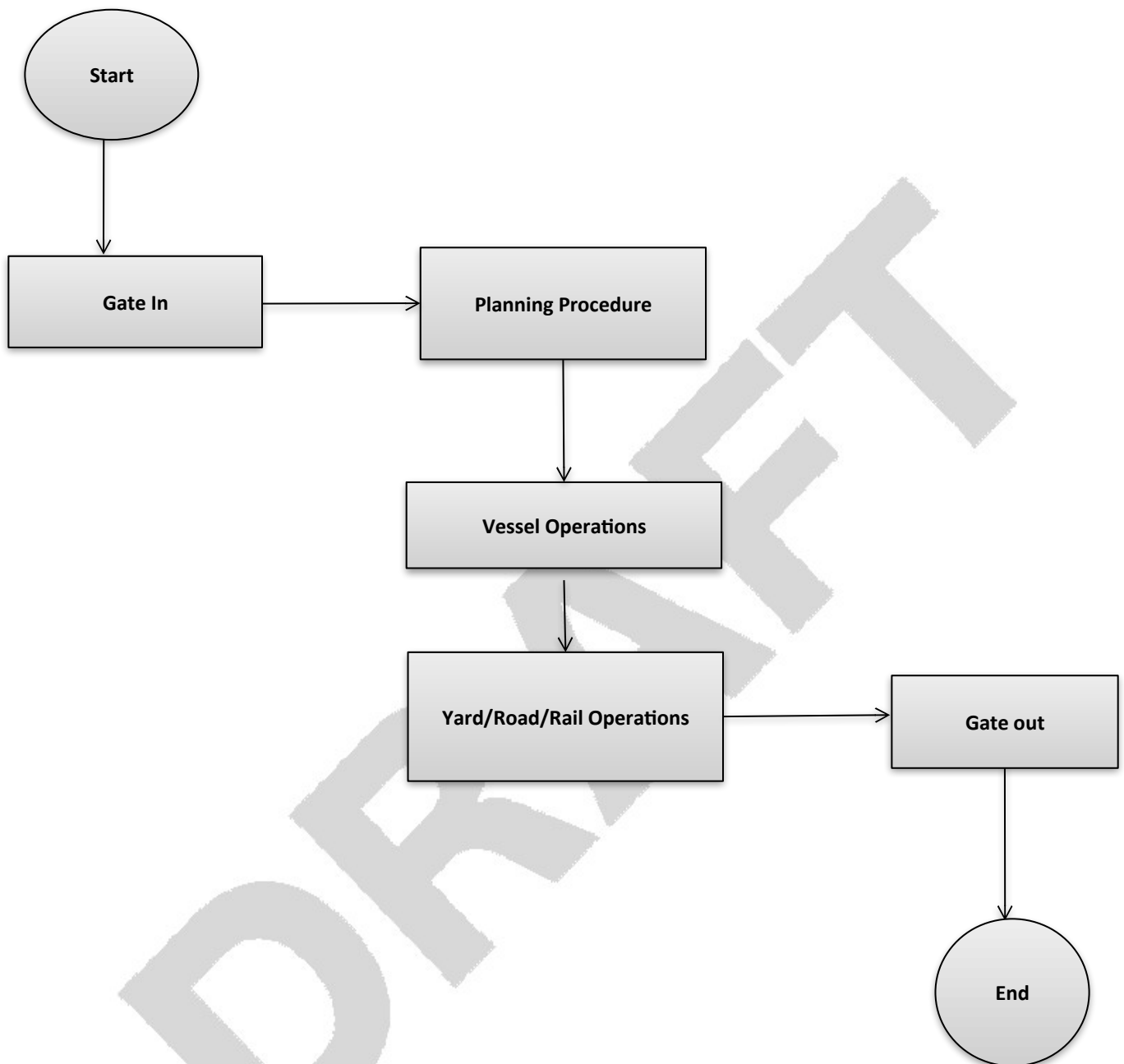
This SOP aims to optimize operational efficiency by defining clear workflows and responsibilities, minimizing operational risks, and enhancing customer satisfaction through streamlined processes. Key components of the SOP include:

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



Process Flow – Overview

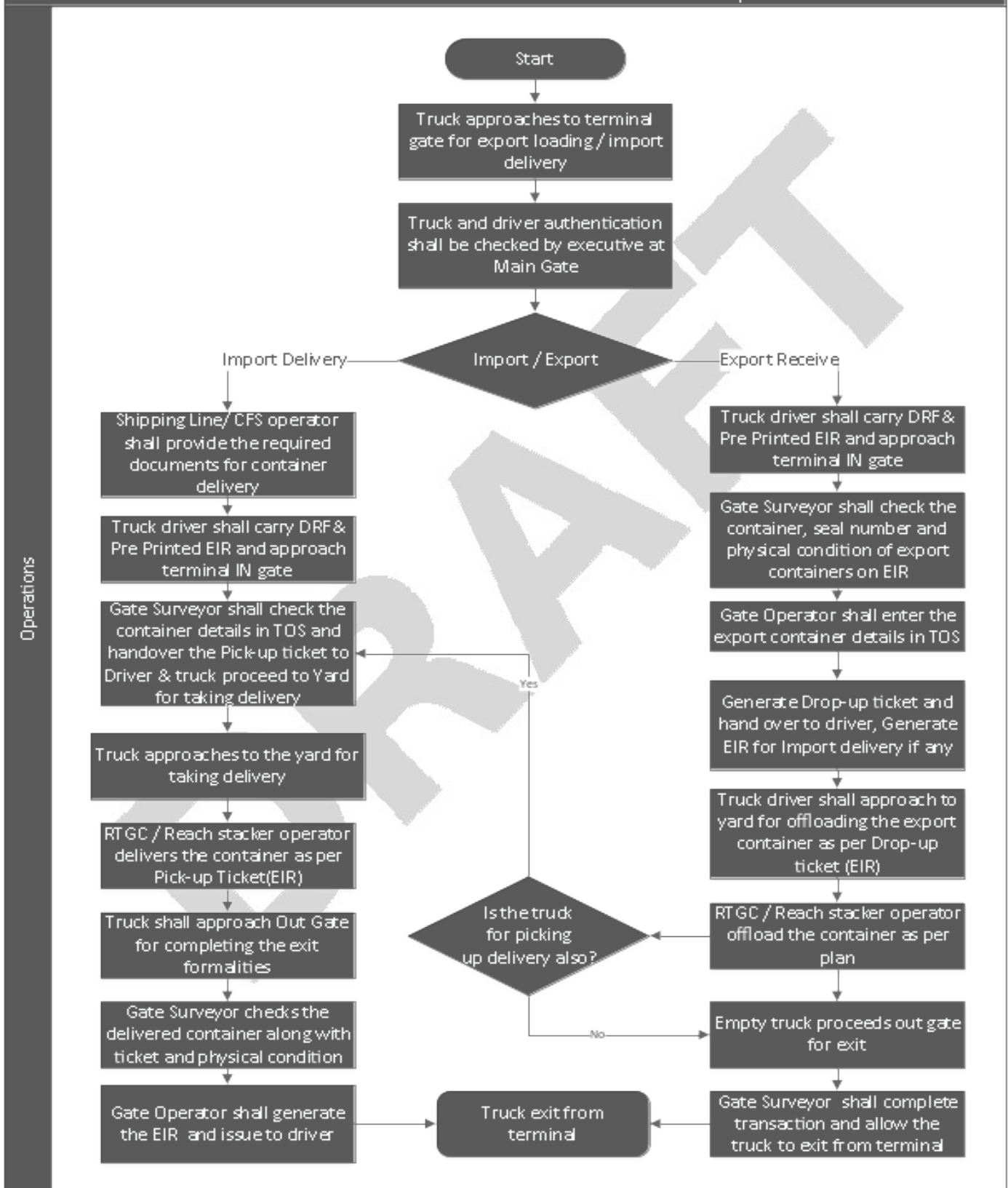


Process Flow

Gate Operations – Gate in & Gate Out

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Gate Operations – Gate In and Gate Out



Process Flow

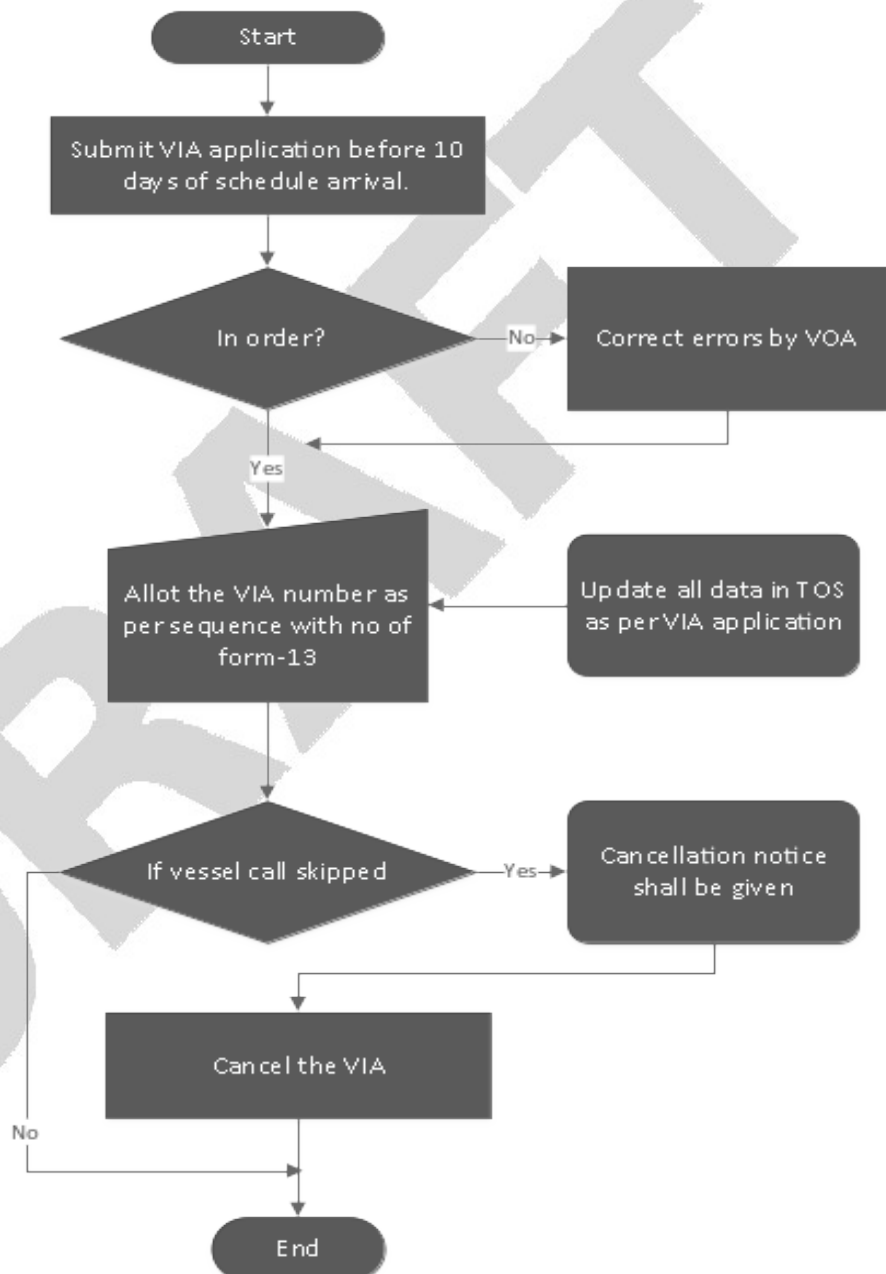
Planning Procedure – Vessel Planning

➤ VIA Creation

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Planning Procedure – Vessel Planning – VIA Creation

Operations – VOA/Vessel Planner/Planning Documentation



Process Flow

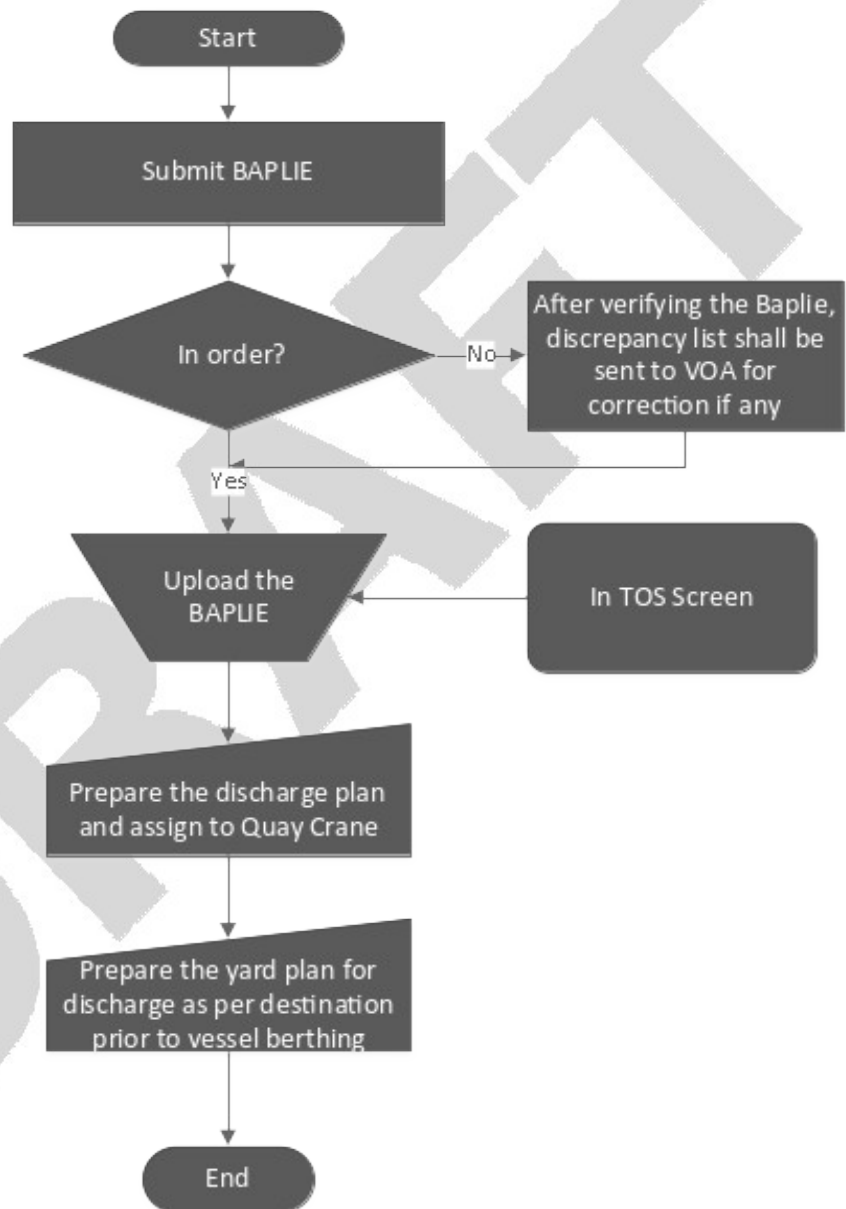
Planning Procedure – Vessel Planning

➤ Discharge- Export Plan

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Planning Procedure – Vessel Planning – Discharge Plan

Operations – VOA/Vessel Planner/Planning Documentation



Process Flow

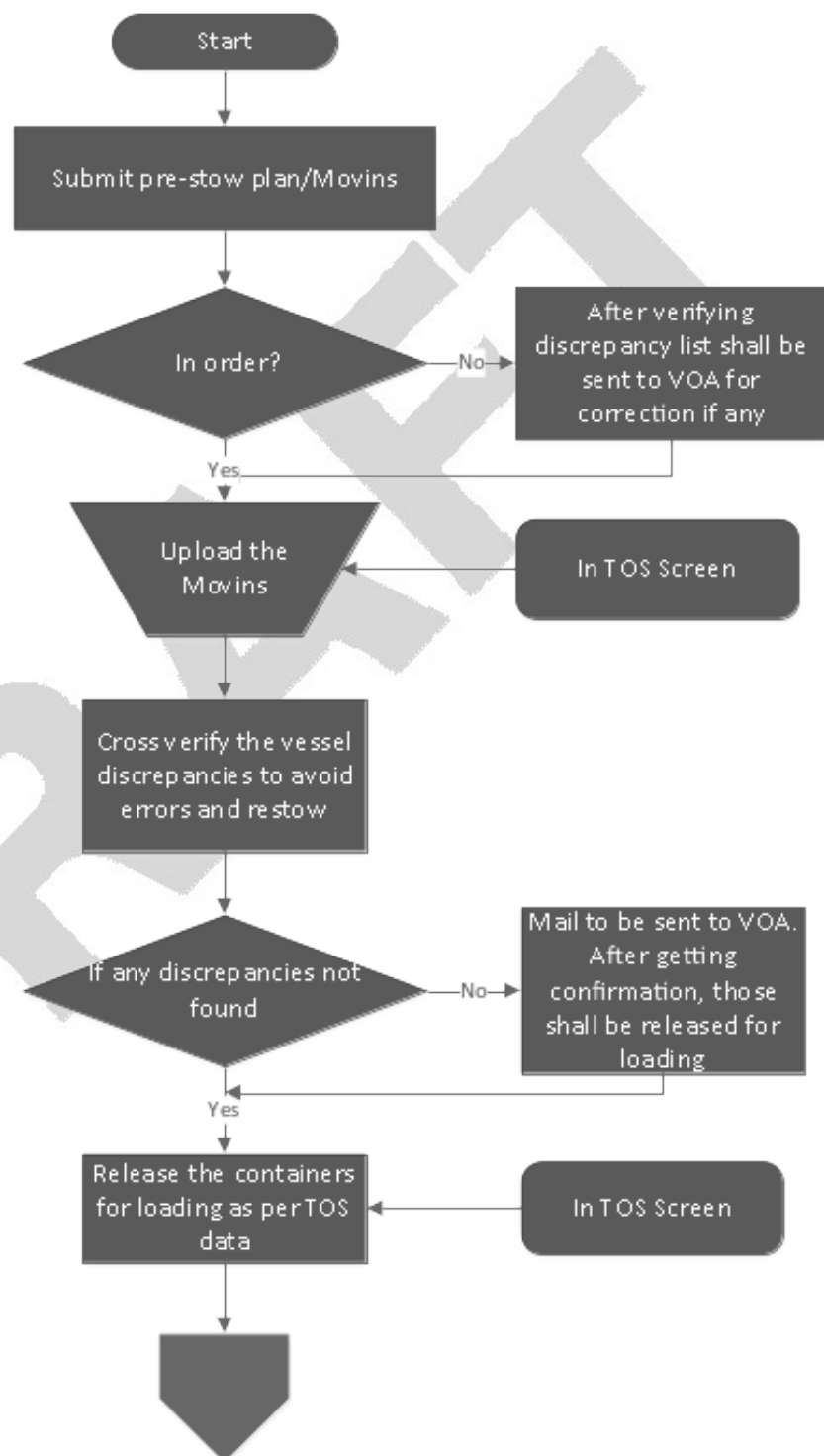
Planning Procedure – Vessel Planning

➤ Loading – Import Plan

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Planning Procedure – Vessel Planning – Loading Plan

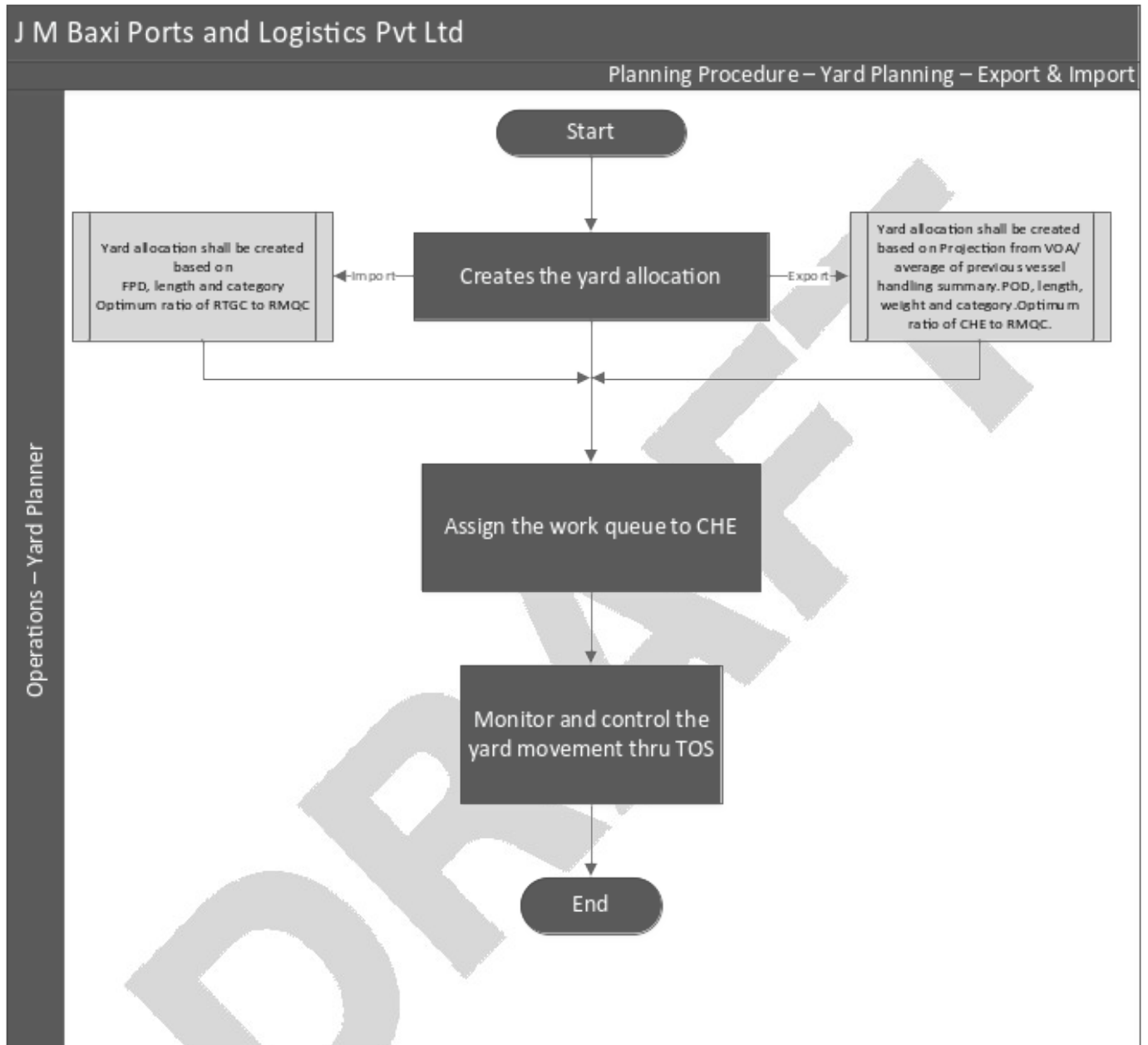
Operations – VOA/Vessel Planner/Planning Documentation



Process Flow

Planning Procedure – Yard Planning

➤ Export – Import Plan



Process Flow

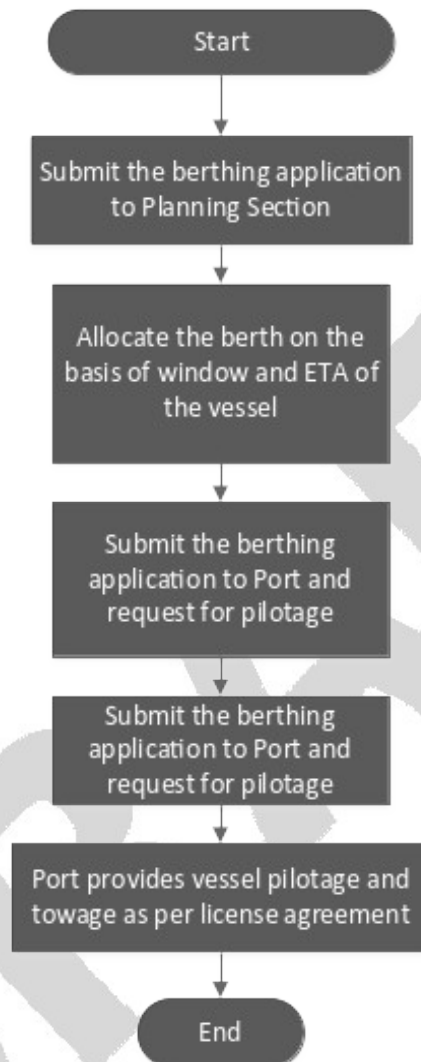
Vessel Operations

➤ Pre Berthing

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Vessel Operations – Pre Berthing

Operations – VOA/Planning In-charge



Process Flow

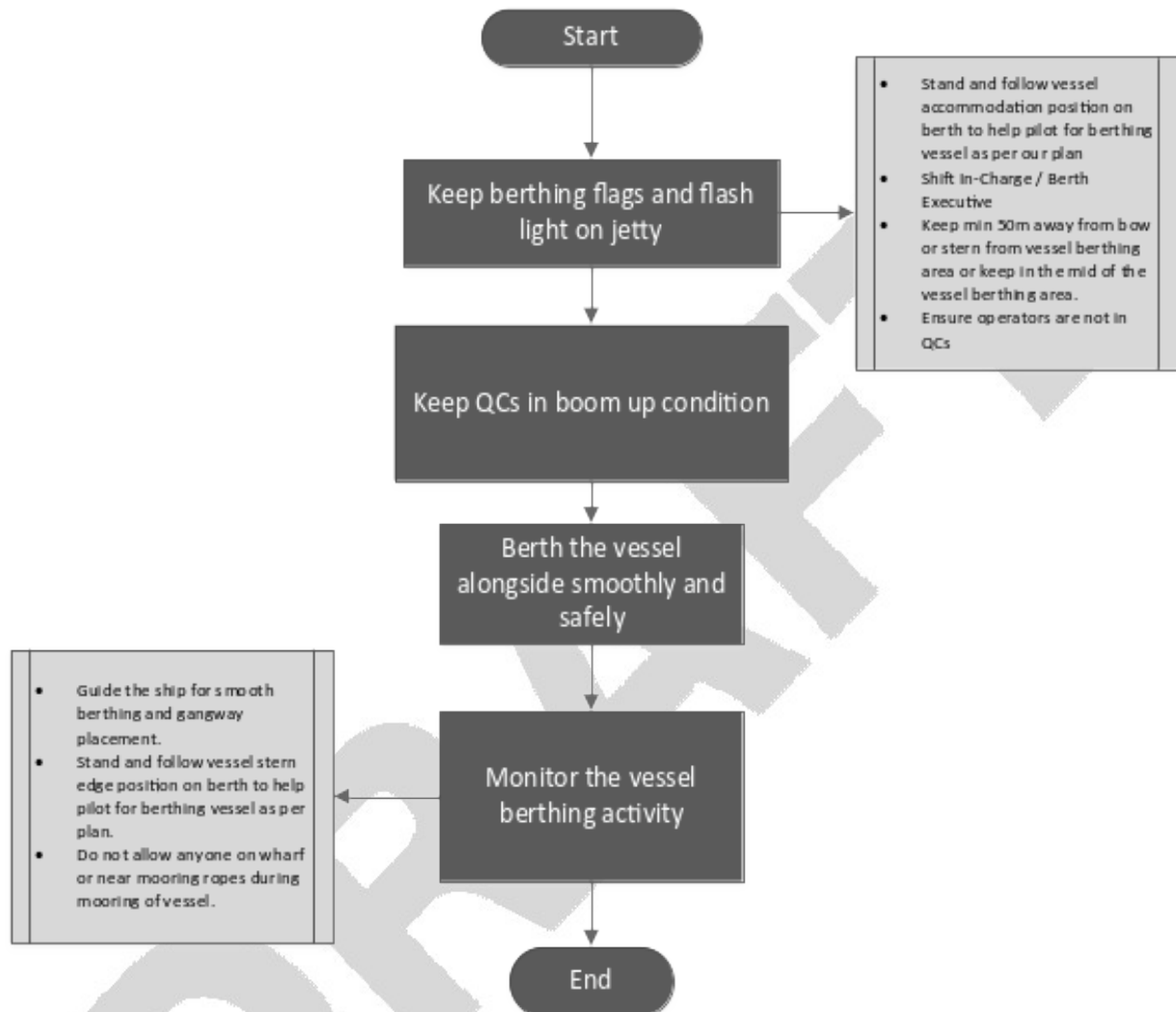
Vessel Operations

➤ Vessel Berthing

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Vessel Operations – Vessel Berthing

Operations – Shift In Charge/Berth Executive



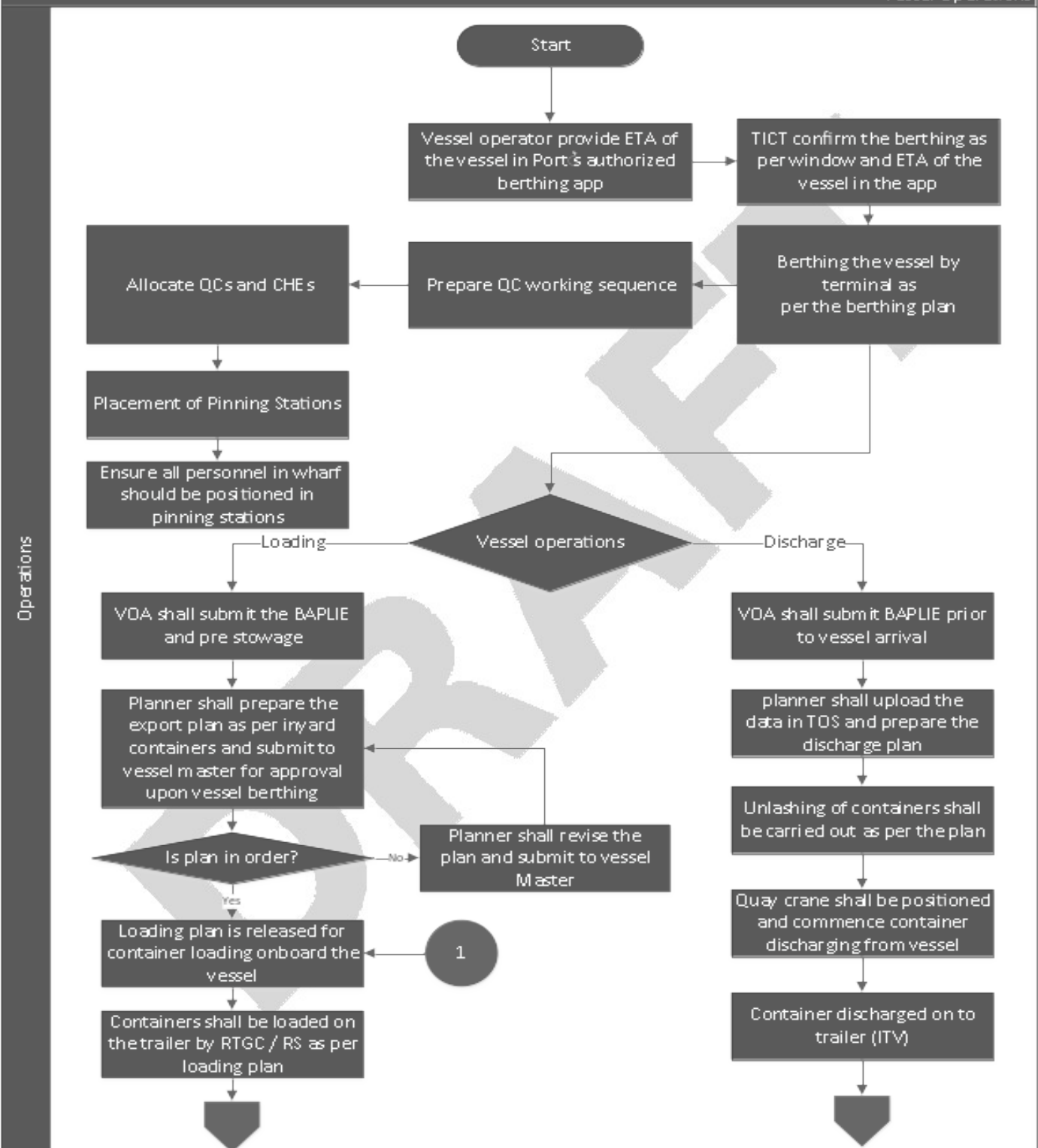
Process Flow

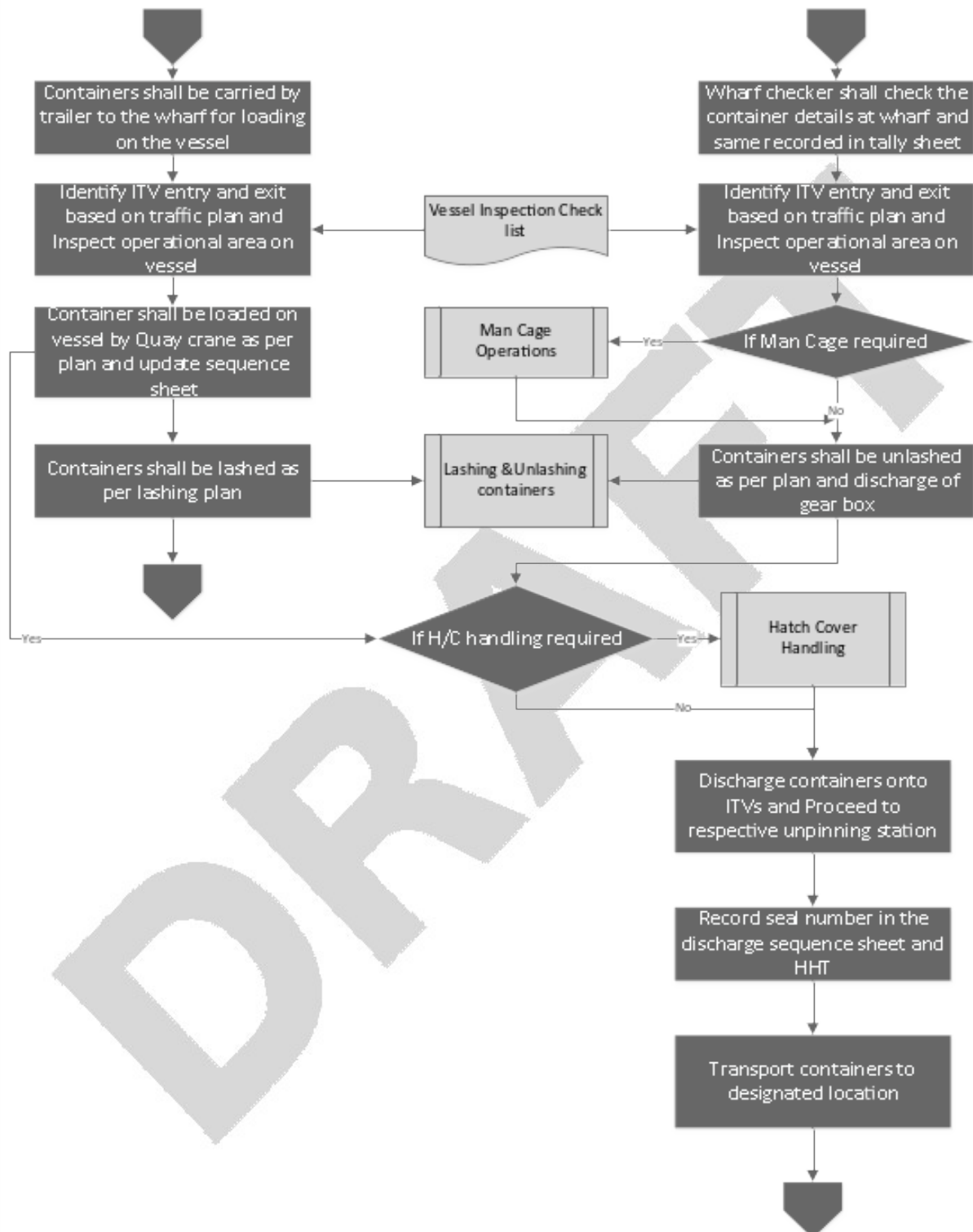
Vessel Operations

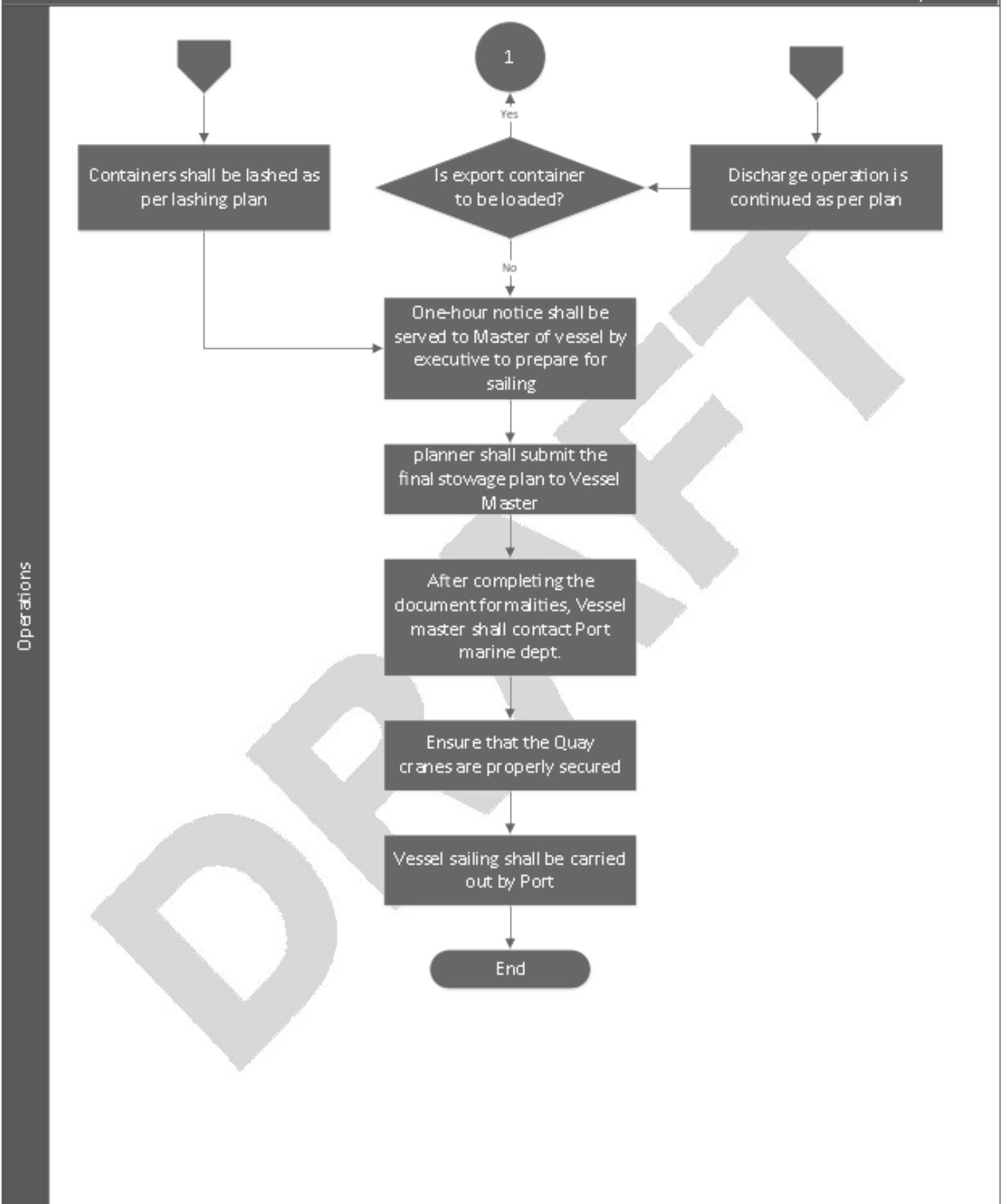
➤ Loading & Discharge

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Vessel Operations







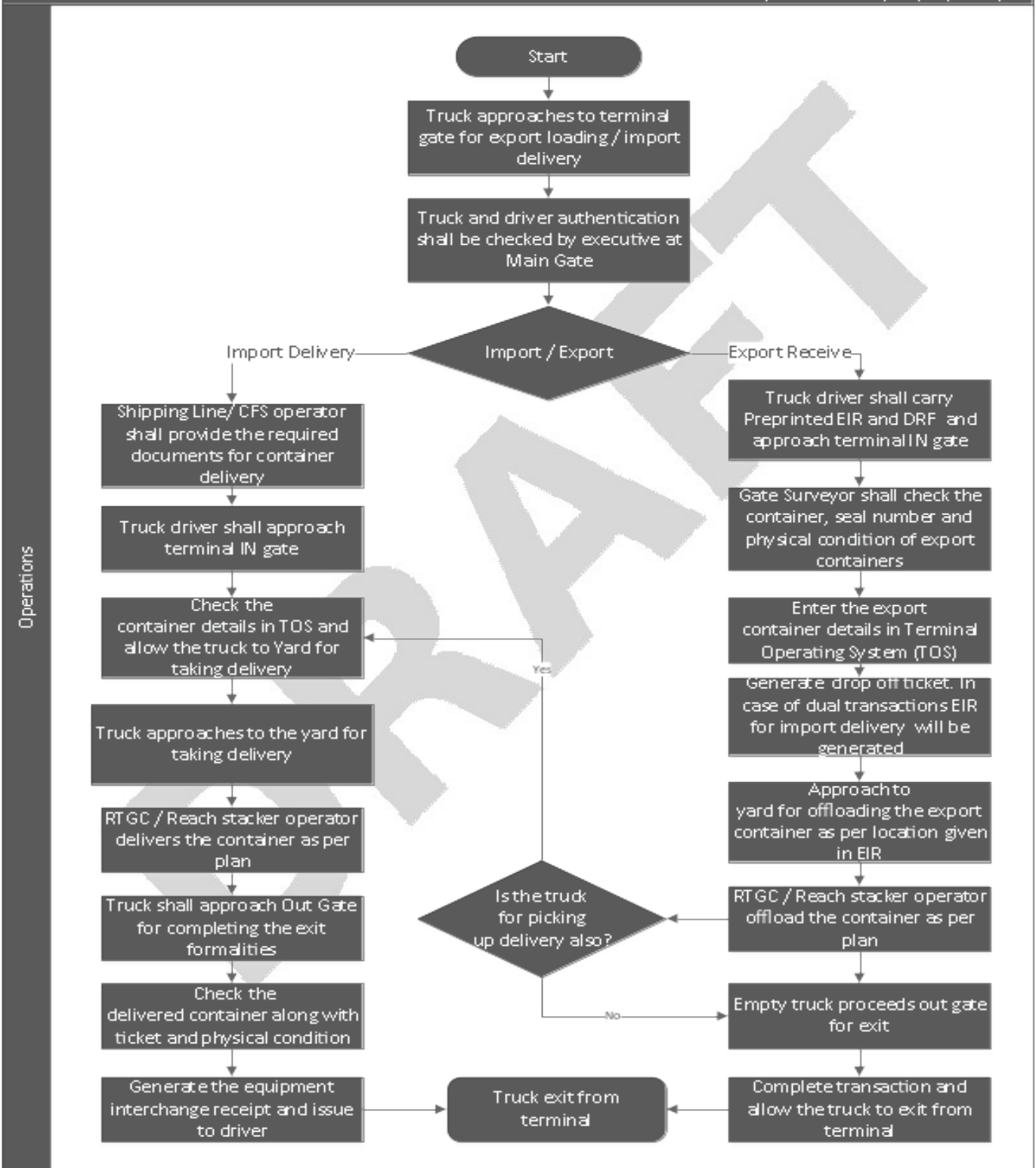
Process Flow

Yard Operations

➤ Export – Import Cycle

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Yard Operations – Export/Import Cycle



Key Process Activities

1. Gate In Process –ETV Gate Entry

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
1.1 External Transport Vehicle Gate Entry <ul style="list-style-type: none"> ▪ External Transport Vehicle enters Terminal inspection point through approach road – Trailer drivers follow road traffic/ safety signage's/ posters which are displayed along the approach road Security guard shall carry out security checks. Further, Trailer driver shall position the trailer at inspection point. ▪ Security Check - Security Guard shall carry out security check and see if everything is in order. ▪ Check container no. and seal no. physically - Gate surveyor checks container no. physically. ▪ Generate Equipment Interchange Reports/ pick up ticket from each lane- Trailer Driver shows the DRF, Gate operator updates in TOS and issues gate pass. ▪ Start engine and proceed to nominated Container Yard - Trailer driver Start engine and proceed to nominated CYs. Follow road/ safety signages/ posters ▪ Terminal Traffic Management Traffic Plan – External Transport Vehicle Route -Trailer drivers reach particular Container Yard per traffic Plan – External Transport Vehicle Route 	Executive - Operations	Manager/ HOD - Operations	As & When	Manual

2. Planning Procedure - Vessel Planning

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
2.1 Vessel Nomination/Vessel Identification No Creation <ul style="list-style-type: none"> Vessel Operating Agent (VOA) submits Vessel Identification Number (VIA) application with relevant details at least 10 days before arrival Documentation team verifies if submitted documents are in order. If correct, VIA number is allotted and data is updated in Terminal Operating Software (TOS). If no skip, process concludes successfully. 	Executive - Operations	Manager/HOD -Operations	As & When	Manual
2.2 Loading Plan – Export <ul style="list-style-type: none"> VOA submits documents at least 6 hours before ETA. Vessel Planner checks vessel data to prevent errors and restowing. Discrepancies are communicated to VOA for confirmation by documentation team. All containers which are gated in should be loaded, there is no releasing procedure Loading projections are automatically or manually created in TOS by Planning team Containers are planned in TOS considering stability, placement, and allocation by planning team Vessel Planner creates the loading plan as an EDI file within TOS. Loading plan is submitted to Vessel Chief Officer for approval by Vessel planner/Planning team If approved, the loading sequence is prepared and assigned to CHEs by Vessel planner/Planning team Final EDI is submitted to Vessel Chief Officer one hour before completion by Vessel planner/Planning team. Final EDI submits after vessel completion. 	Executive - Operations	Manager/HOD -Operations	As & When	Manual
2.3 Discharge Plan – Import <ul style="list-style-type: none"> Dependence upon last port sailing VOA submits 	Executive - Operations	Manager/HOD	As & When	Manual

documents at least 8 hours before ETA. <ul style="list-style-type: none">• Planning Documentation team checks for discrepancies and requests corrections if needed.• Verified documents are uploaded into TOS.• Vessel Planner prepares the discharge plan and assigns it to the Quay Crane.• Yard Planner prepares the yard plan based on the discharge destination.		-Operations		
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2.1 Planning Procedure - Yard Planning

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.1.1 Receiving - Export <ul style="list-style-type: none"> Yard allocation and work que to Container Handling Equipment - Yard planner creates yard allocation based on the Projection from VOA/ average of previous vessel handling summary, POD, length, weight and category and Optimum ratio of CHE to RMQC and Assign the work queue to CHE Monitor and control the yard movement thru Terminal Operating System- Yard Planner shall ensure that the special category containers i.e., OOG, IMDG and Reefers etc., are offloaded as per the plan made and updated in VMT by CHE operator and Monitor and control the yard movement thru TOS 	Executive - Operations	Manager/HOD -Operations	As & When	Manual
2.1.2 Discharge – Import <ul style="list-style-type: none"> Yard allocation and work que to Container Handling Equipment - Yard planner creates yard allocation based on the Projection from VOA/ average of previous vessel handling summary, POD, length, weight and category and Optimum ratio of CHE to RMQC and Assign the work queue to CHE. Monitor and control the yard movement thru Terminal Operating System - Yard Planner shall ensure that the special category containers i.e., OOG, IMDG and Reefers etc., are offloaded as per the plan made and updated in VMT by CHE operator and Monitor and control the yard movement thru TOS. 	Executive - Operations	Manager/HOD -Operations	As & When	Manual

3. Vessel Operations- Vessel Berthing

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
3.1 Vessel Berthing - Pre – Berthing <ul style="list-style-type: none"> ▪ Submit Berthing Application- Vessel Operating Agent (VOA) Send the final ETA of the vessel in Authorised Port App and Terminal shall confirms the berth. ▪ Provide vessel pilotage and towage- V. O. Chidambaranar Port Authority (VOCPA) provides vessel pilotage and towage services as per the license agreement. 	Executive - Operations	Manager/HOD -Operations	As & When	Manual
3.2 Berthing <ul style="list-style-type: none"> ▪ Keep Berthing Flags and Flash-Light-Ensure berthing flags and flashlight are placed on the jetty. ▪ Keep Quay Cranes in Boom-Up Condition-Shift In-Charge / Vessel supervisor in order to indicate the position of the vessel when coming alongside the berth. Flashing light shall be placed in line with Accommodation in dark lights hrs. Shift In-Charge / Vessel supervisor Keep min 50m away from bow or stern from vessel berthing area or keep in the mid of the vessel berthing area and ensure operators are not in Quay Cranes (QC). ▪ Berth Vessel- V. O. Chidambaranar Port Authority (VOCPA) safely and smoothly berth the vessel alongside in the same berth length as declared to Port. ▪ Monitor Berthing Activity-Shift In-Charge /Vessel supervisor guide the ship for smooth berthing and gangway placement. Stands and follow vessel accommodation position on berth to help pilot for berthing vessel as per plan. ensures not allow anyone on wharf or near mooring ropes during mooring of vessel. Oversee and track the berthing process to ensure smooth operations. 	Executive - Operations	Manager/HOD -Operations	As & When	Manual

3.1 Vessels operation - Vessel Loading - Export

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
3.1.1 Allocate Crane and Establish Working Sequence <ul style="list-style-type: none"> ▪ Prepare Quay Cranes working sequence- Based on the stowage and no. of cranes allocated to the vessel, Vessel Planner Prepare Quay Crane working sequence. ▪ Allocate Quay Cranes and -On accessing of vessel stowage Shift In-charge Allocate Quay Cranes and Container Handling Equipment's. ▪ Placement of Pinning Stations- Vessel Supervisor positions pinning station away from the working Quay Cranes, possible safest distance from Place of Work prior commencement of discharge/ Loading operation. 	Executive - Operations	Manager/ HOD - Operations	As & When	Manual
3.1.2 Vessel Container Loading <ul style="list-style-type: none"> ▪ Take approval for export stow plan from vessel- Vessel planner confirms loading plan with vessel chief and takes approval for export stow plan from vessel ▪ Identify ITV entry and exit based on traffic plan- Vessel Supervisor takes approval for export stow plan from vessel and Identify ITV entry and exit based on traffic plan. ▪ Inspect vessel operational work area- Vessel Supervisor Inspect vessel operational work area and prepares Vessel Inspection. ▪ Load containers from Container Yard (CY) onto the Internal Transport Vehicle (ITVs)- 	Executive - Operations	Manager/ HOD - Operations	As & When	Manual

<p>Container Handling Equipment Operator As per the loading sequence in the Vehicle Mounted Terminal and Load containers from Container Yard onto the Internal Transport Vehicle.</p> <ul style="list-style-type: none"> ▪ Transport container from Container Yard to wharf pinning station-Internal Transport Vehicle Driver Transport container from Container Yard to wharf pinning station. ▪ Pinning & Unpinning Twist locks- If container no. is in list tally clerk Allow lashers to put appropriate twist locks to containers. If not Stop container and inform Vessel Supervisor / Planning if planning confirms Allow lashers to put appropriate twist locks to containers if not Inform Vessel Supervisor and send it to CY. ▪ Hatch Cover Handling-If H/C handling required hatch clerk appoints hatch cover handling. If not Internal Transport Vehicle Driver Proceed to respective Quay Crane. ▪ Load container in vessel slot as indicated in the vessel loading list- Quay Crane Operator Load container in vessel slot as indicated in the vessel loading list. Exceptional care shall be taken to ensure safe loading of High Cube, Out of Gauge containers, Reefer containers and Hazardous containers ▪ Update sequence sheet and Handheld Terminal (HHT)-Tally clerk updates sequence sheet and HHT and Tick respective container in the sequence sheet. ▪ Man-Cage Operation-Shift in-charge Allocates man cage operation if man cage required. ▪ Lashing & Unlashing Containers-Lashing Supervisor lashes the containers ▪ Vessel Discharge- Vessel Supervisor initiates vessel discharge and If loading ops completed Load gear boxes onboard the vessel as planned by vessel and ensures all bins are loaded in gear boxes after completion of vessel operations. ▪ Submit final Bay Plan-Vessel planner on completion of loading operation Submit final bay plan to chief officer. 				
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3.2 Vessels operation- Vessel Discharge - Import

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
3.2.1 Allocate Crane and Establish Working Sequence <ul style="list-style-type: none"> ▪ Prepare Quay Cranes (QC) working sequence- Vessel Planner Prepares the Quay Cranes working sequence Based on the stowage and no. of cranes allocated to the vessel ▪ Allocate Quay Cranes (QCs) and Container Handling Equipment (CHEs)-Shift In-charge Allocate Quay Cranes and Container Handling Equipment On accessing of vessel stowage ▪ Place Pinning Stations-Vessel supervisor places pinning stations and usually Position it away from the working Quay Cranes, possible safest distance from Place of Work prior commencement of discharge operation. ▪ Ensure all personnel in wharf should be positioned in pinning stations-Except lashers personnels positioned on the wharf Vessel supervisor ensure all personnel in wharf should be positioned in pinning stations prior commencement of discharge operation. 	Executive - Operations	Manager/ HOD - Operations	As & When	Manual
3.2.2 Vessel Container Discharge	Executive -	Manager/	As &	Manu

<ul style="list-style-type: none"> ▪ Identification of Internal Transport Vehicle (ITVs) entry and exit-Vessel supervisor identifies Internal Transport Vehicle entry and Exit based on the traffic plan and place safety cones for demarcation of wharf area ▪ Inspect operational area on vessel-Safety Executive Officer inspect operational area on vessel and prepares Vessel Inspection Check list. ▪ Man-Cage Operation-Shift in-charge Allocates man cage operation if man cage required ▪ Lashing & Unlashing Container-Lashing Team unlashes the containers ▪ Discharge gear box -Vessel supervisor discharges the gear box and places the bin at pinning/unpinning stations as per operations requirement ▪ Hatch Cover Handling- Vessel supervisor appoints hatch cover handling in case H/C required. ▪ Discharge containers onto ITVs- Quay Cranes operator Discharge containers onto Internal Transport Vehicles. Hatch clerks ensure discharging containers as per vessel discharge sequence List. ▪ Proceed to respective unpinning station- Internal Transport Vehicle Driver Proceed to respective unpinning station and make sure OG containers should not allow into pinning stations ▪ Inspect containers in unpinning station- Wharf checker inspect containers in unpinning station verifying Container no. as listed on the Discharge Sequence List / HHT, Hazard stickers and Damage, if any. ▪ Stop container on the jetty and inform Vessel supervisor (BEX)/ Planning-If container number is not in the list Wharf checker stops container on the jetty and inform vessel supervisor/Planning and if planning does not confirm Inform vessel supervisor and Restow container. ▪ Update the discharge sequence in HHT- Once confirmed the container no. in the discharge sequence sheet list tally clerk update in HHT, Tick respective container in the sequence sheet. 	Operations	HOD - Operations	When	al
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<ul style="list-style-type: none"> ▪ Pinning & Unpinning Twist Locks-Tally clerks allow lashers to remove twist locks. ▪ Traffic Management Plan-Internal Transport Vehicle Driver Transport containers to designated location. ▪ Vessel Loading-Vessel supervisor loads the vessel if discharge ops completed ▪ Short Landed containers-In case of short, landed containers vessel planner Inform Vessel Operating Agent after completion of vessel discharge operation. Further, Vessel Operating Agent Inform planning section about action taken in this regard. ▪ Over Landed containers-In case of over landed containers vessel planner Inform Vessel Operating Agent after completion of vessel discharge operation. Further Vessel Operating Agent Provide letter with written instructions along with Customs permission. If Vessel Operating Agent fails to respond vessel planner restows over landed containers before completion of vessel operation. 				
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3.3 Vessels operation - Vessel Unberthing

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
3.3.1 Sailing/Unberthing of Vessel <ul style="list-style-type: none"> ▪ Submit final plan to vessel chief officer- ETC shall be informed at starting of operation. Preferably, one hour before completion of operation. Vessel planner submits final plan to vessel chief officer. ▪ Inform vessel chief officer to give 1 hr. notice- Shift In-Charge / Vessel supervisor gives one 	Executive - Operations	Manager/ HOD - Operations	As & When	Manual

<p>hour cargo completion notice vessel chief officer for readiness for sailing.</p> <ul style="list-style-type: none"> ▪ Ensure vessel contacted port control in time- Agent shall submit required documents before loading ops completion and Shift In-Charge / Vessel supervisor ensure vessel contacted port control in time. ▪ Ensure necessary acknowledgements are taken from vessel chief-Shift In-Charge / Vessel supervisor shall ensure necessary acknowledgements such as <ul style="list-style-type: none"> ♦ Lashing certificate. ♦ Reefer manifesto. ♦ Import Damage Reports. ♦ Gear Box, Gangway, Protest letters, etc. are taken from vessel chief. ▪ Keep Quay Cranes (QCs) in boom up condition-Vessel supervisor Keep min 50m away from bow or stern from vessel unberthing area or keep in the mid of the vessel unberthing area and ensure operators are not in Quay Cranes. Further, keeps Quay Cranes s in boom condition. ▪ Inform port control about vessel readiness for sailing- Master/ Chief officer of the vessel Inform port control about vessel readiness for sailing and indicate its readiness by hoisting the sailing flag or switching on the sailing lights. ▪ Un-berth/ sail the vessel smoothly- V. O. Chidambaranar Port Authority (VOCPA) Un-berth/ sail the vessel smoothly. ▪ Monitor the vessel Unberthing Activity-Shift In-Charge / Vessel supervisor Monitor the vessel Unberthing activity. Further, do not allow unauthorized persons on wharf or near mooring ropes during unmooring of vessel. 				
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4. Yard/Road Operations - Export received by Road

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual

<p>4.1 Export received by Road</p> <ul style="list-style-type: none"> ▪ EIR generated against container, posted by SL, and nominated Container Freight Station / CHA-System-generated EIR are considered in a semi-automated process. <ul style="list-style-type: none"> ♦ Shipping line Upload required data in TOS and generate the EIR. EIR contains: Container number, VIA no, Vessel name, Port of Discharge, Category, type, ISO code etc. ♦ EIR is manually filled by the shipping line. ▪ Proceed to gate complex - Trailer driver undergoes survey before proceeding Gate complex. If damage observed prepare damage report. Mail shall be sent to SL. If Haz sticker are found on non-haz, Trailer driver removes stickers by using scraper. Gate surveyor shall ensure that Open-top containers cargo which is covered with tarpaulin to check If tarpaulin cover is intact. ▪ Gate operator checks container condition, damage, and tarpaulin cover-Gate operator checks container condition, damage, and tarpaulin cover; prepares drop-up slip. ▪ Offload the container as per planned location and update Vehicle Mounted Terminal (VMT)-CHE operator offloads container and updates Vehicle Mounted Terminal (VMT). Trailer driver Approach to out-gate through gate complex. ▪ Completes the transaction and allow the truck to move out-Gate operator Completes the transaction and allow the truck to move out. 	Executive - Operations	Manager/HOD - Operations	As & When	Manual
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4.1. Yard/Road Operations – Import Delivery by Road

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p>4.1.1 Containers Moving out by Road to CFS / ICD / Factory De-stuffing</p> <ul style="list-style-type: none"> ▪ Issue 'Customs permission' to TICT Planning Section- CFS Operator shall submit customs permission through mail soft copy/ hard copy to Terminal Planning Section for scheduling container movements. ▪ Update 'Customs permission' list of containers in Terminal Operating System (TOS)- Documentation Executive updates TSA list in TOS and releases containers for processing. ▪ 'RELEASE' containers- After checking for any 'Hold' instructions document executive 'RELEASE' containers. Import Delivery Ticket are generated by Gate operator based on the DRF. ▪ Reach Terminal Gate- Trailer driver proceeds to gate complex. ▪ Collect ticket from Printer-Trailer driver Collect ticket from Gate operator. Ticket contains - <ul style="list-style-type: none"> ♦ Container number & Size ♦ Yard location ♦ Vessel name and VIA ♦ ISO CODE ▪ Arrange CHE in that particular Container Yard- Gate operator allows the container to Yard. Yard supervisor Arrange Container Handling Equipment in that particular Container Yard and Ensure Container Handling Equipment operator getting import delivery list in VMT. ▪ Collect delivery ticket from truck driver- Trailer shall be stopped for inspection. STOP boards are placed and marked at gate inspection point. Gate Operator Verify container details physically such as container no, seal no. and Collect delivery ticket from truck driver. ▪ Generate EIR- Gate Operator On physical verification of the Container No., generates EIR if in order, if not Inform Gate operator and act 	Executive - Operations	Manager/ HOD - Operations	As & When	Manual

upon Shift Manager instructions. ▪ Move out from Terminal along with containers through main gate- The truck then moves out from terminal along with the containers through the gate.				
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4.2. Yard/Road Operations - Dual Transactions

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
4.2.1 Dual Transactions ▪ Pre-advice export containers and submission of DRF - CFS/CHA pre-advises export containers and submit the DRF for delivery. ▪ Reach container inspection point- Gate surveyor verifies the container number and condition of the container. ▪ Generate EIR and Print Tickets- Gate operator generates EIR, prints ticket, and directs trailer driver if everything in order. If not Container shall not be received until corrections are done by customs. Ticket contains - » Container number & Size » Yard location » Vessel name and VIA » ISO CODE ▪ Collect the tickets from Printer and proceed to nominated container yard- Trailer driver Collect the tickets from Gate Operator and proceed to nominated container yard as per yard location mentioned in printed copy, delivers container, and updates VMT; picks up new container if applicable. ▪ Offload the container as per planned location. And Update VMT- CHE Operator Offload the container as per planned location. And Update VMT. Trailer driver Move to another yard location for pick up container. In case of delivery not possible, wait in trailer parking area. ▪ Load container on trailer and update Vehicle Mounted Terminal (VMT)- On seeing the Trailer. CHE operator, Load container on trailer and update	Executive - Operations	Manager/HOD -Operations	As & When	Manual



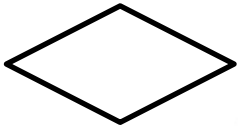


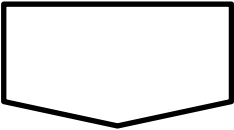
Vehicle Mounted Terminal. ▪ Move out of Terminal along with the containers through Main Gate- Trailer driver exits through Terminal-Out Gate after final check by Gate surveyor.				
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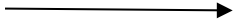
5. Gate Out Operations - ETV Exit

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
5.1 ETV Gate Exit ▪ Terminal Traffic Management Plan – ETV Route --After offloading the container in the CY or loading the container from the CY, trailer shall reach out gate as per traffic plan. Trailer driver proceed to gate complex. ▪ Carry out physical verification- Gate surveyor shall Carry out physical verification. If everything in order, Gate operator Check trailer/ container details and generate EIR In TOS Screen and allows the ETV to move out. If not Inform Shift Manager and act upon their instructions.	Executive - Operations	Manager/ HOD - Operations	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