KANDLA INTERNATIONAL CONTAINER TERMINAL (KICT)

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 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

Document review and approval

Revision History

Version	Created By	Document Approved By	Date Approved	Revision
V1	XX	Terminal Head	XX	XX

SOPP Number	1
Applicable Entities	**Entity Type**: Container Terminal **Entity Name**: ➢ Kandla International Container Limited
Process Owner	Terminal Head
IT Applications	**Entity Name**: Kandla International Container Limited **System**: Dyna Port (TOS) , SAP Hana
Guidelines / Policy reference	
SOPP Cross References	

Contents

Abbreviations and Definitions

Abbreviations	Details
BAPLIE	Bay Plan Of Import & Export
BEX	Berth Executive
CFS	Container Freight Station
CH	Channel
CHE	Container Handing 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
SMTP	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".

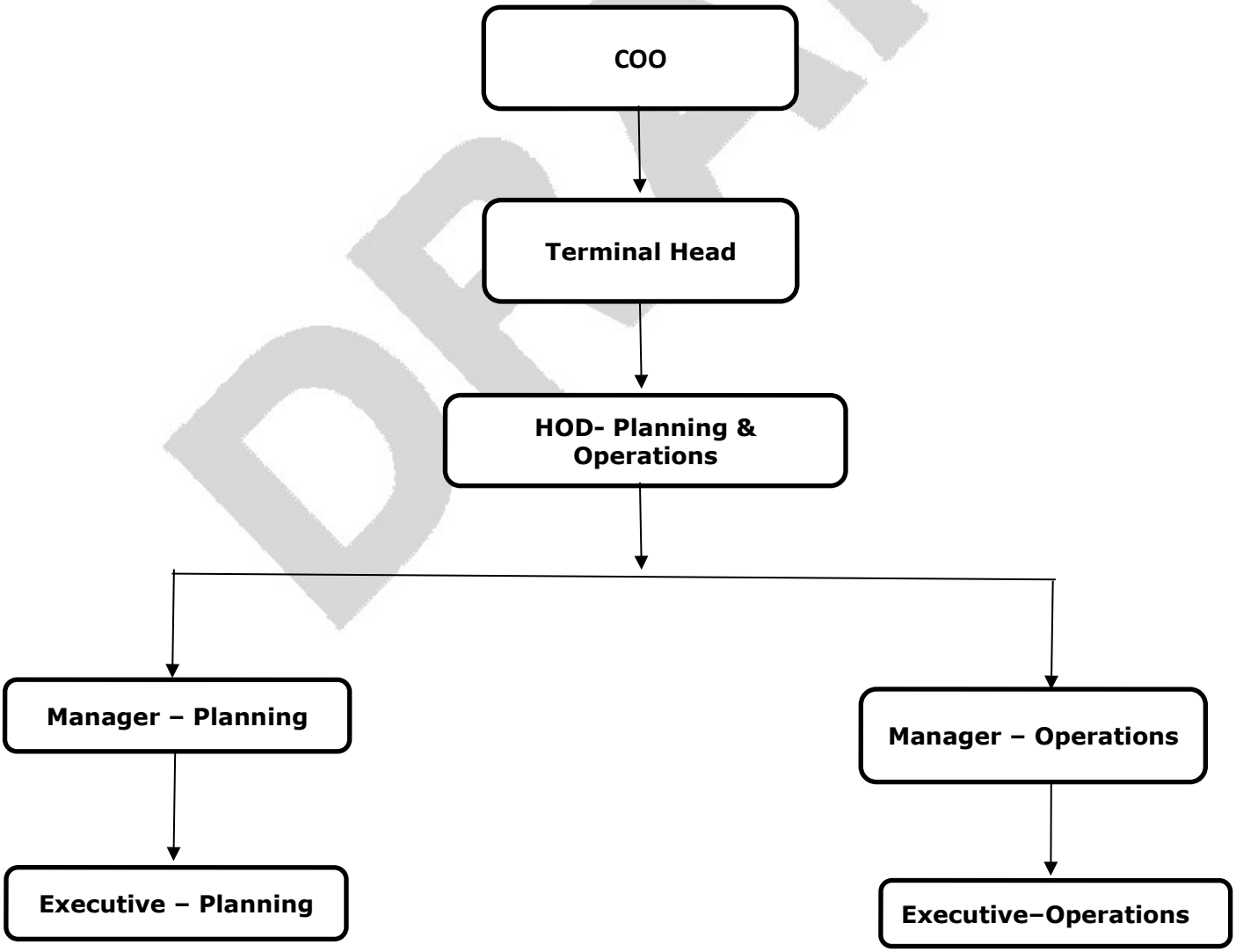
Executive Summary

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.

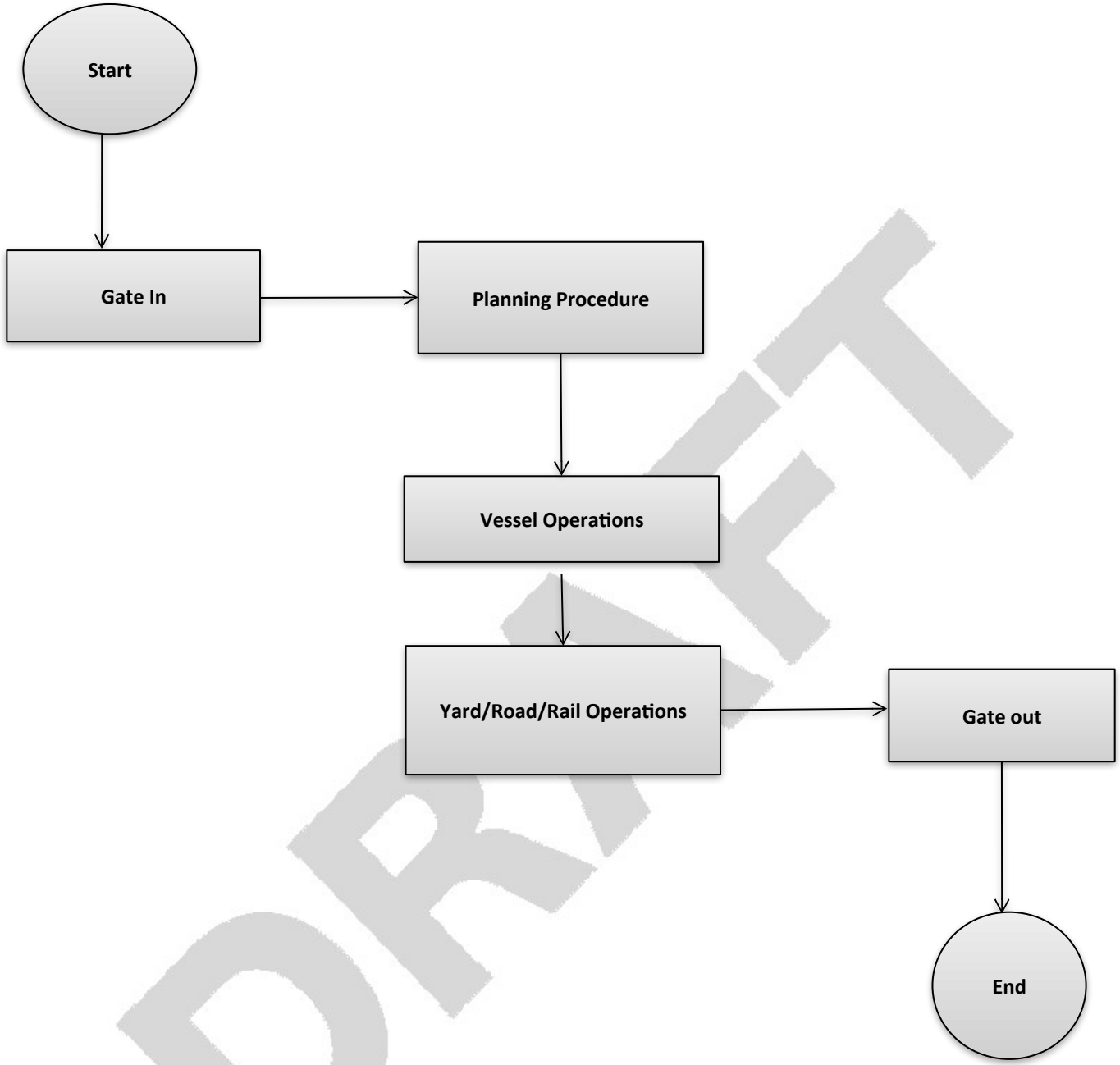
This SOP aims to optimize operational efficiency by defining clear workflows and responsibilities, minimizing operational risks, and enhancing customer satisfaction through streamlined processes. Key components of the SOP include:

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

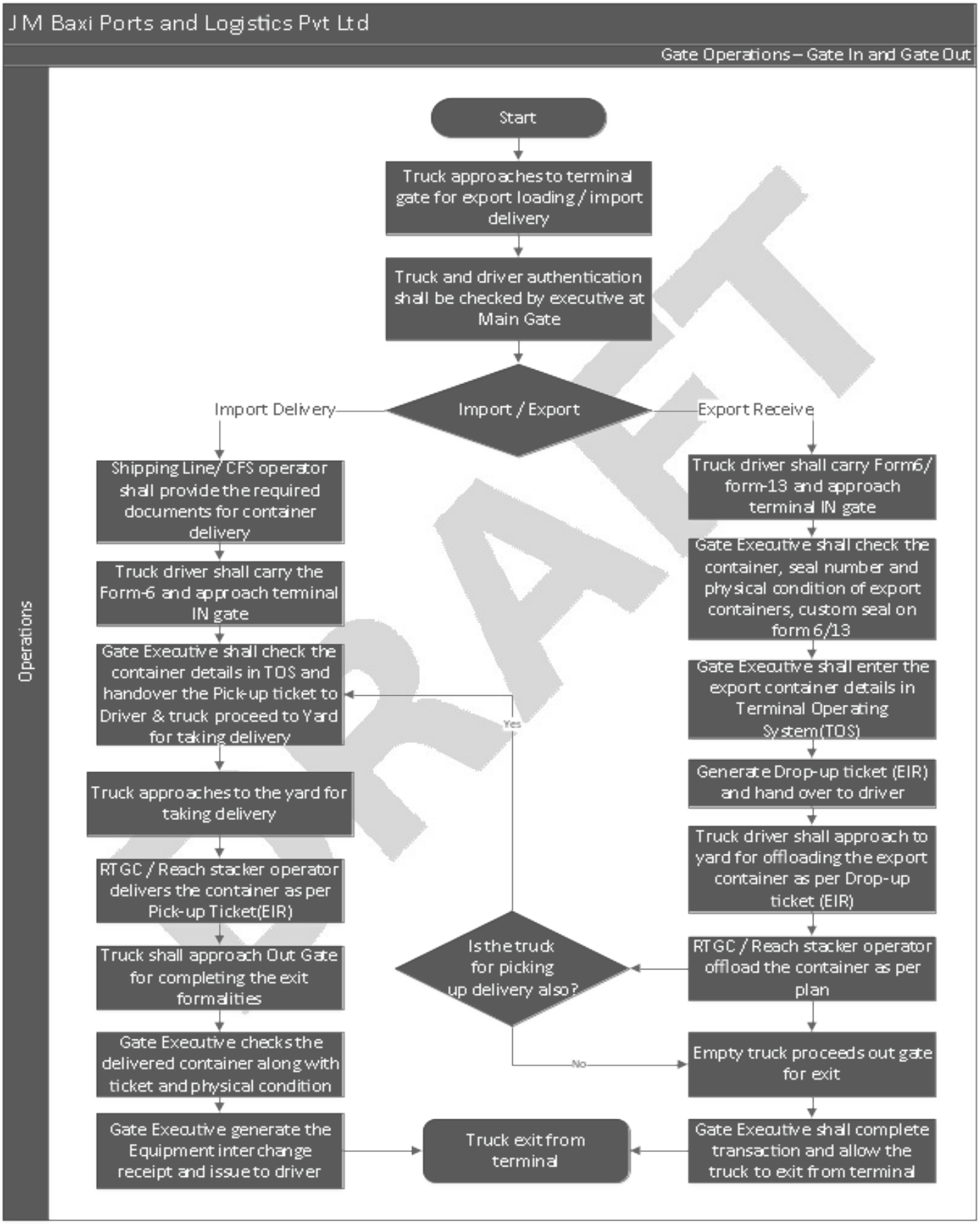


Process Flow - Overview



Process Flow

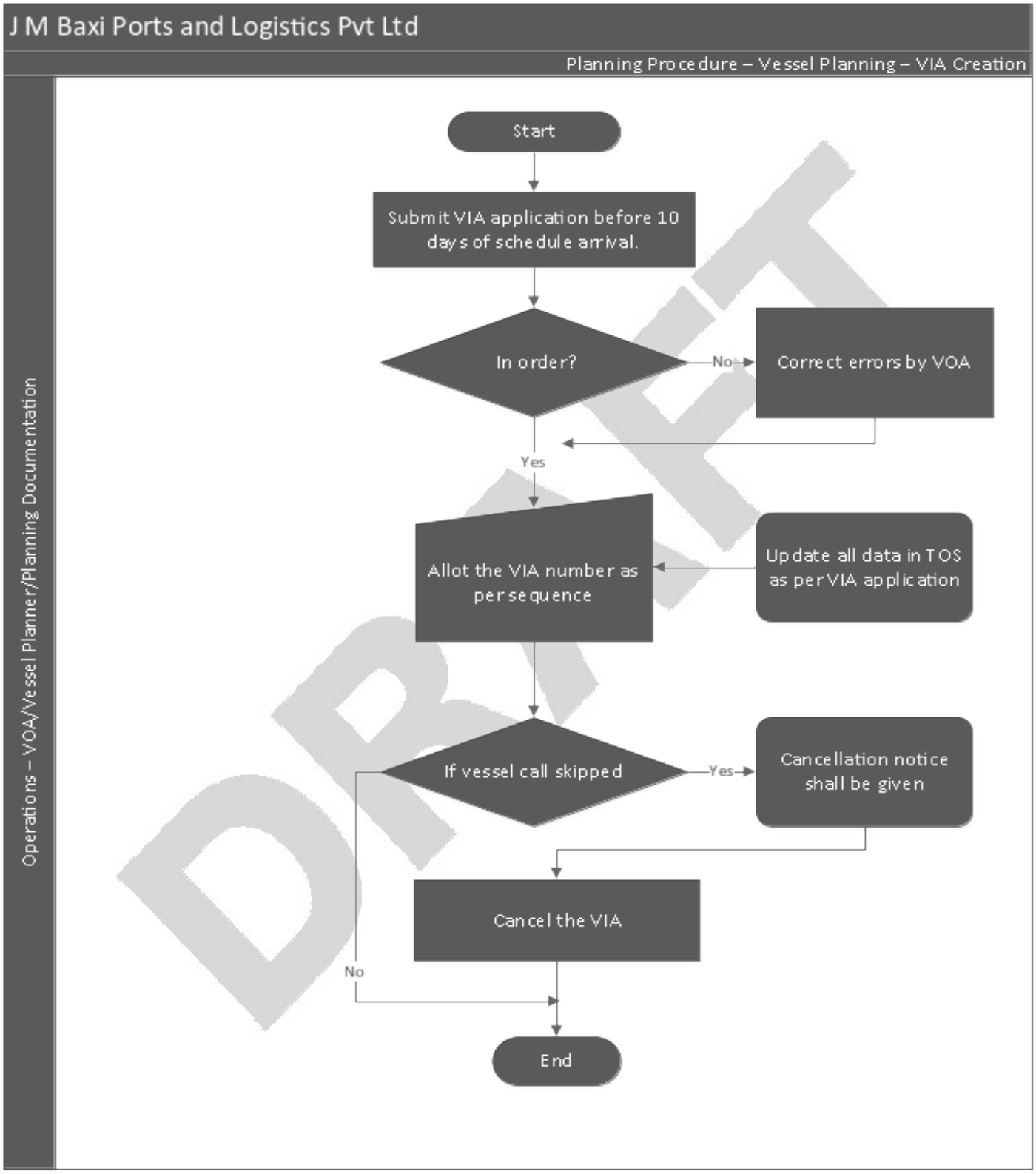
Gate Operations – Gate in & Gate Out



Process Flow

Planning Procedure – Vessel Planning

- **VIA Creation**



Process Flow

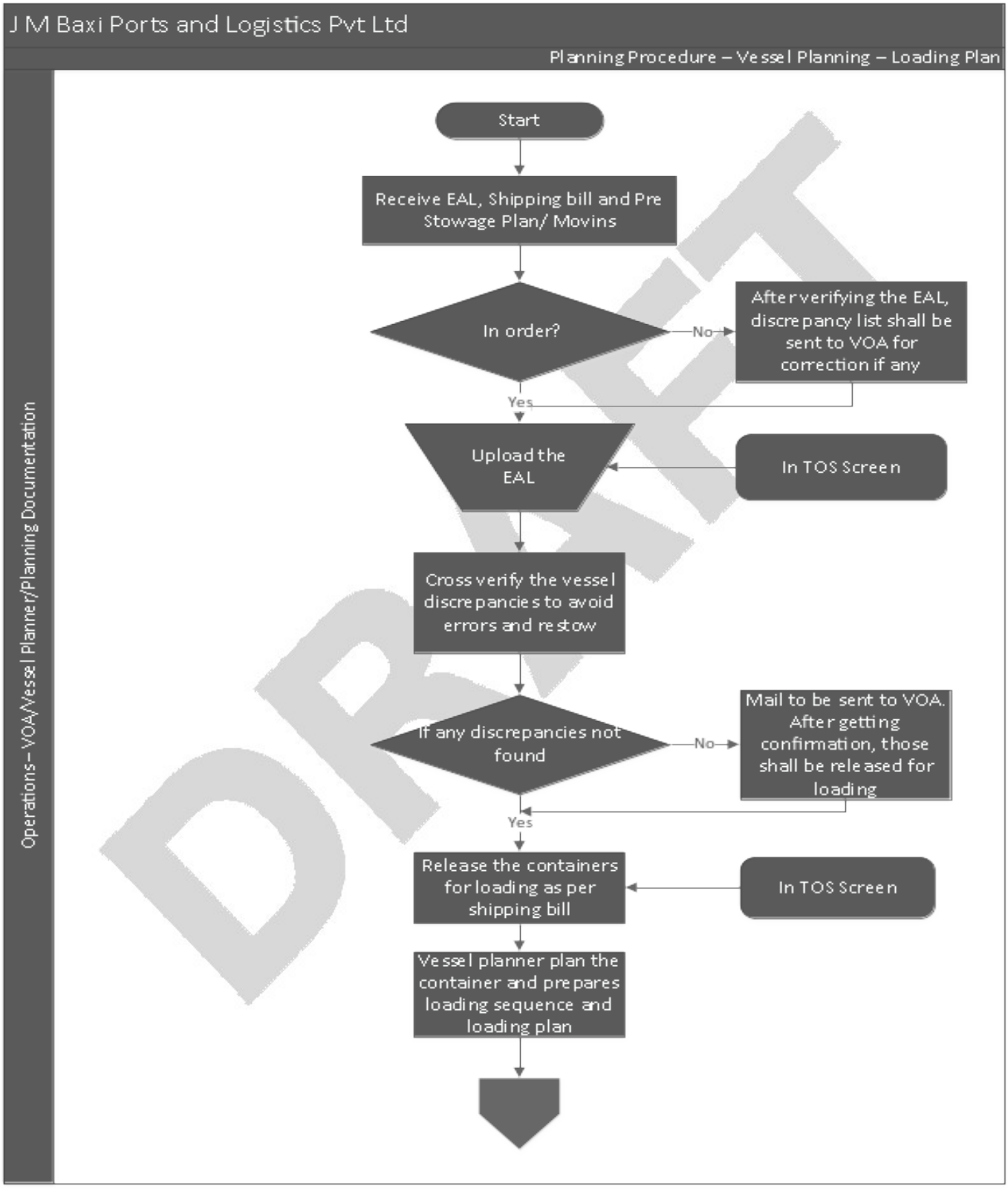
Planning Procedure – Vessel Planning

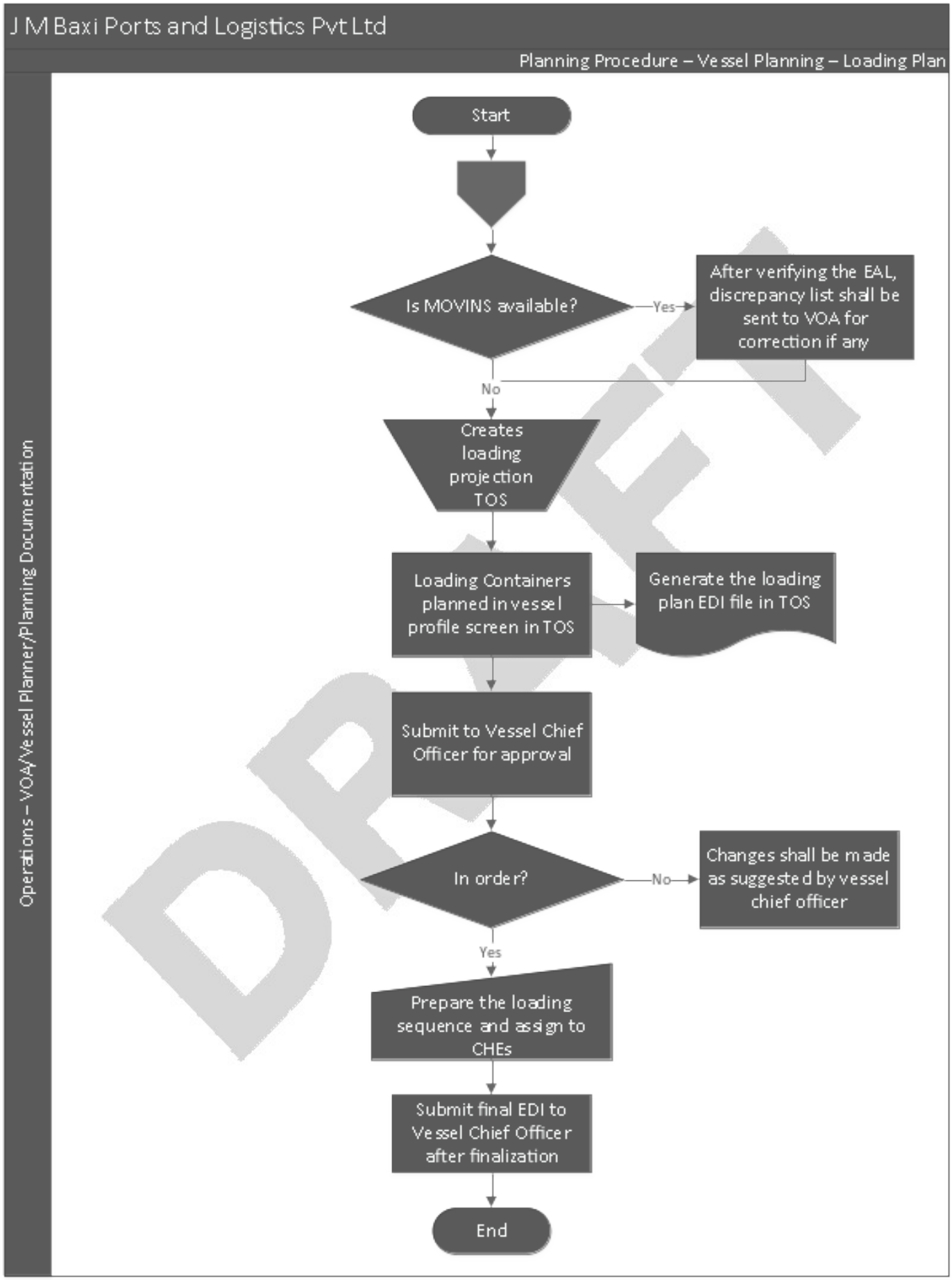
- **Discharge- Import Plan**

Process Flow

Planning Procedure – Vessel Planning

- **Loading – Export Plan**

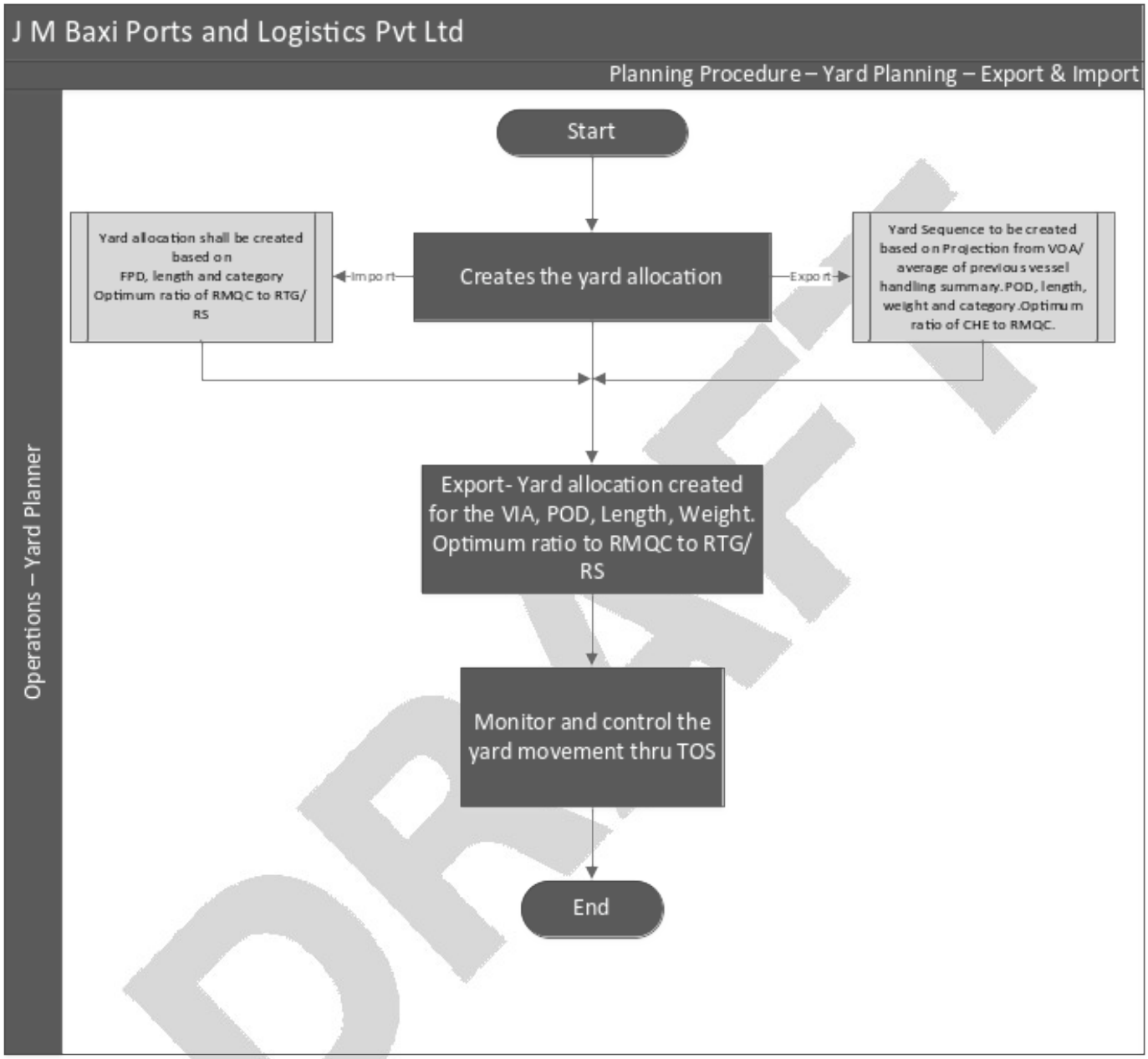



Operations – VOA/Vessel Planner/Planning Documentation
Start
Is MOVINS available?
Yes
After verifying the EAL, discrepancy list shall be sent to VOA for correction if any
No
Creates loading projection TOS
Loading Containers planned in vessel profile screen in TOS
Generate the loading plan EDI file in TOS
Submit to Vessel Chief Officer for approval
In order?
No
Changes shall be made as suggested by vessel chief officer
Yes
Prepare the loading sequence and assign to CHEs
Submit final EDI to Vessel Chief Officer after finalization
End

Process Flow

Planning Procedure – Yard Planning

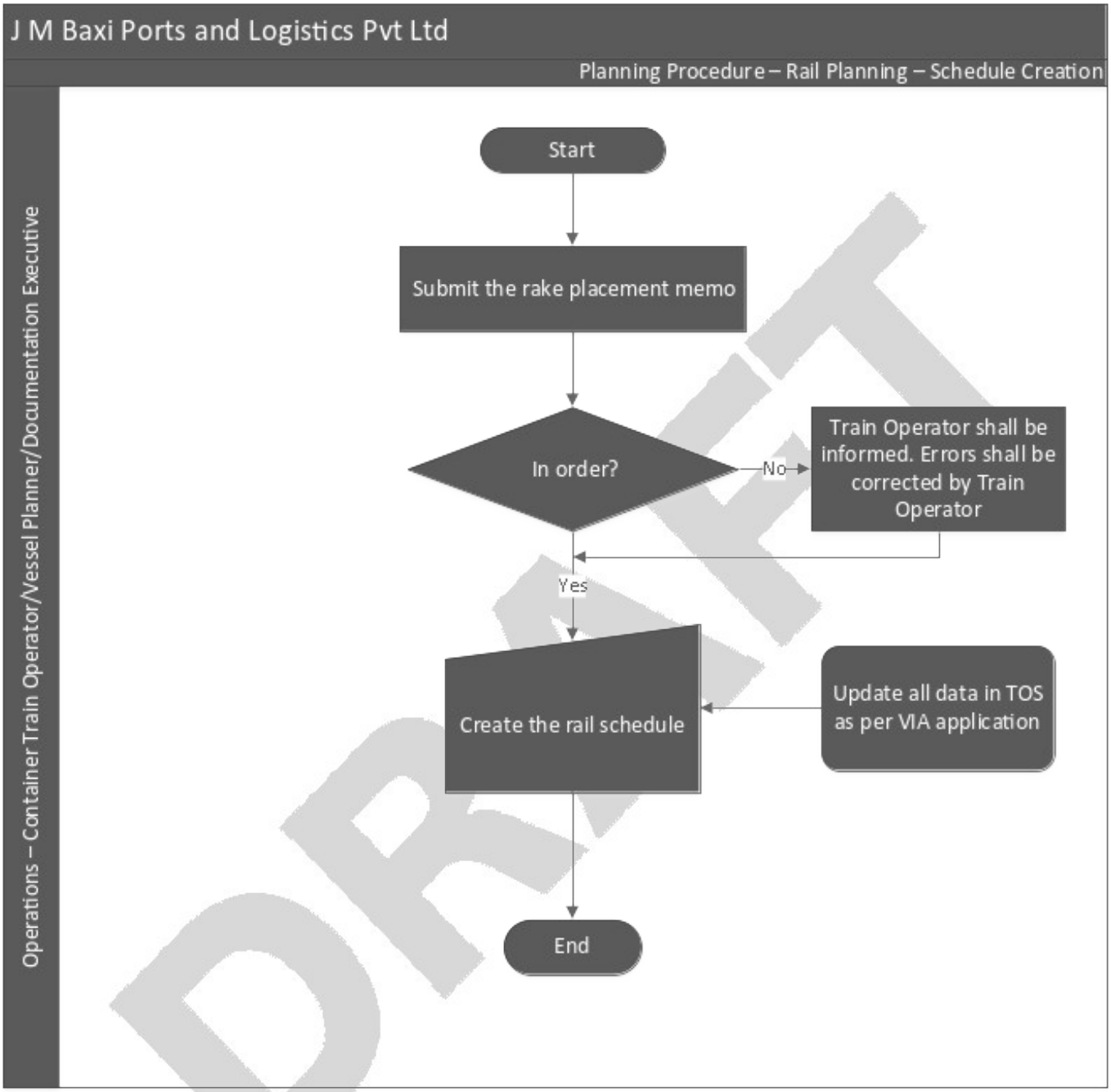
- **Export – Import Plan**



Process Flow

Planning Procedure – Rail Planning

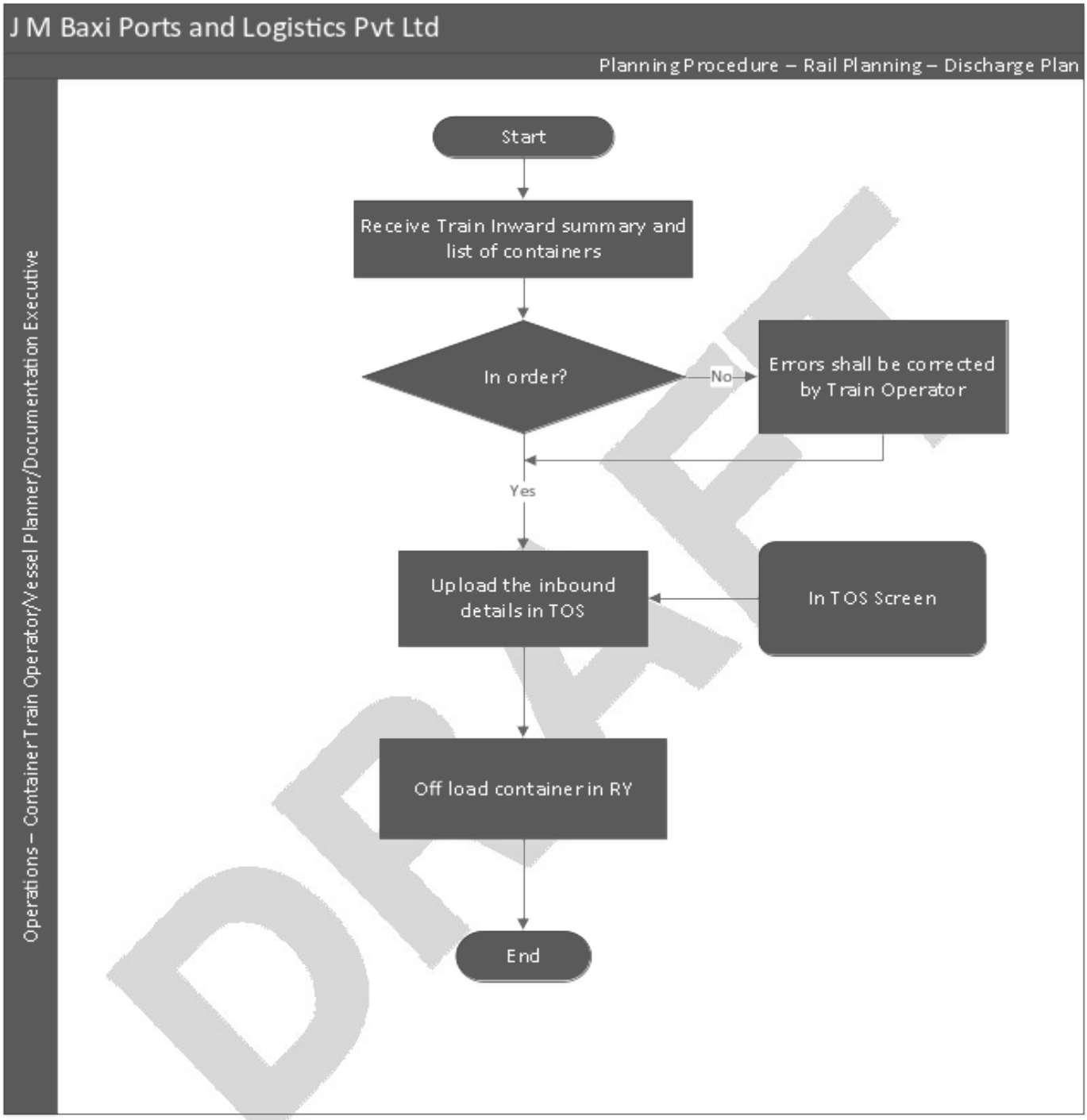
- **Schedule Creation**



Process Flow

Planning Procedure – Rail Planning

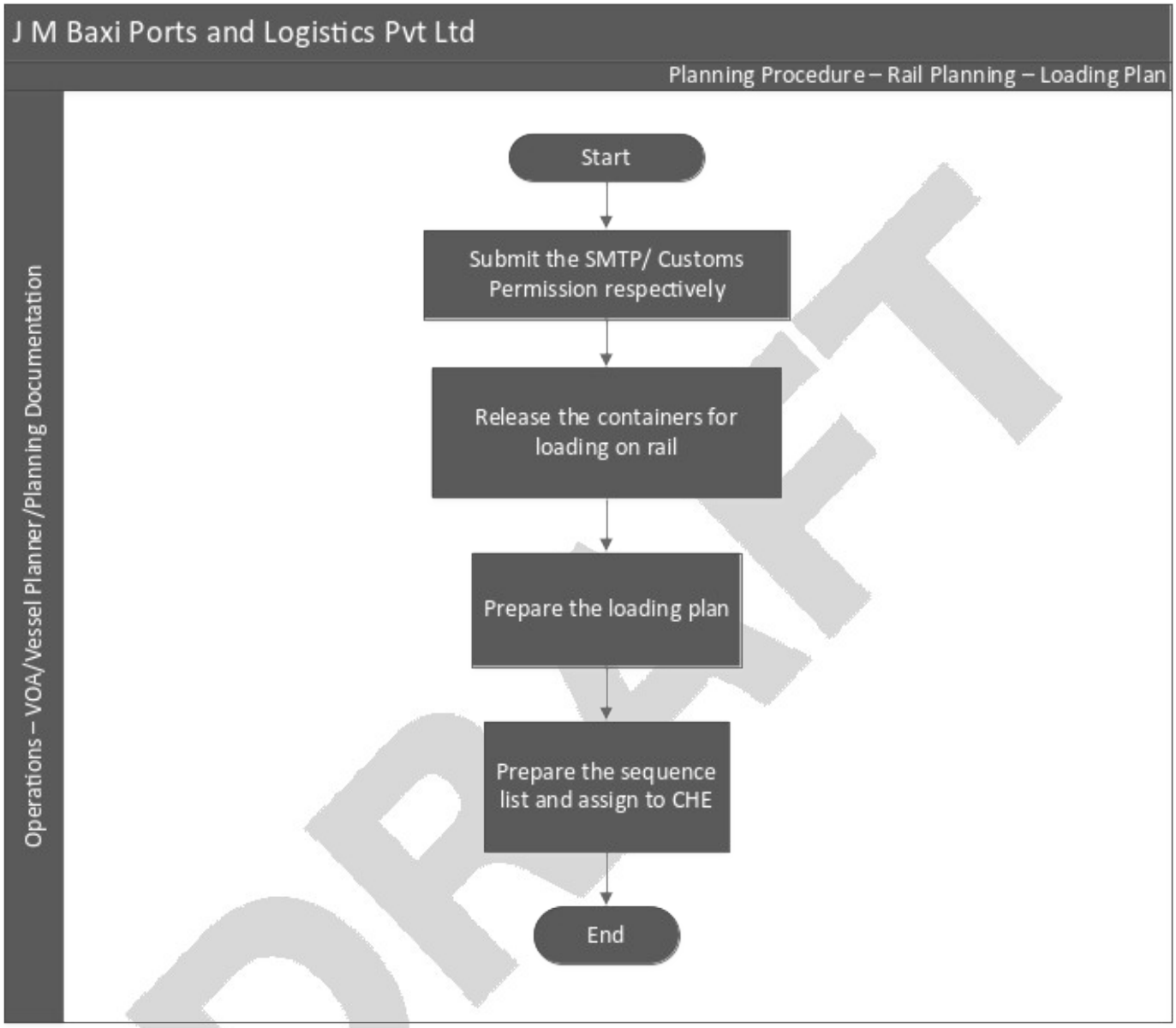
- **Discharge – Export Plan**



Process Flow

Planning Procedure – Rail Planning

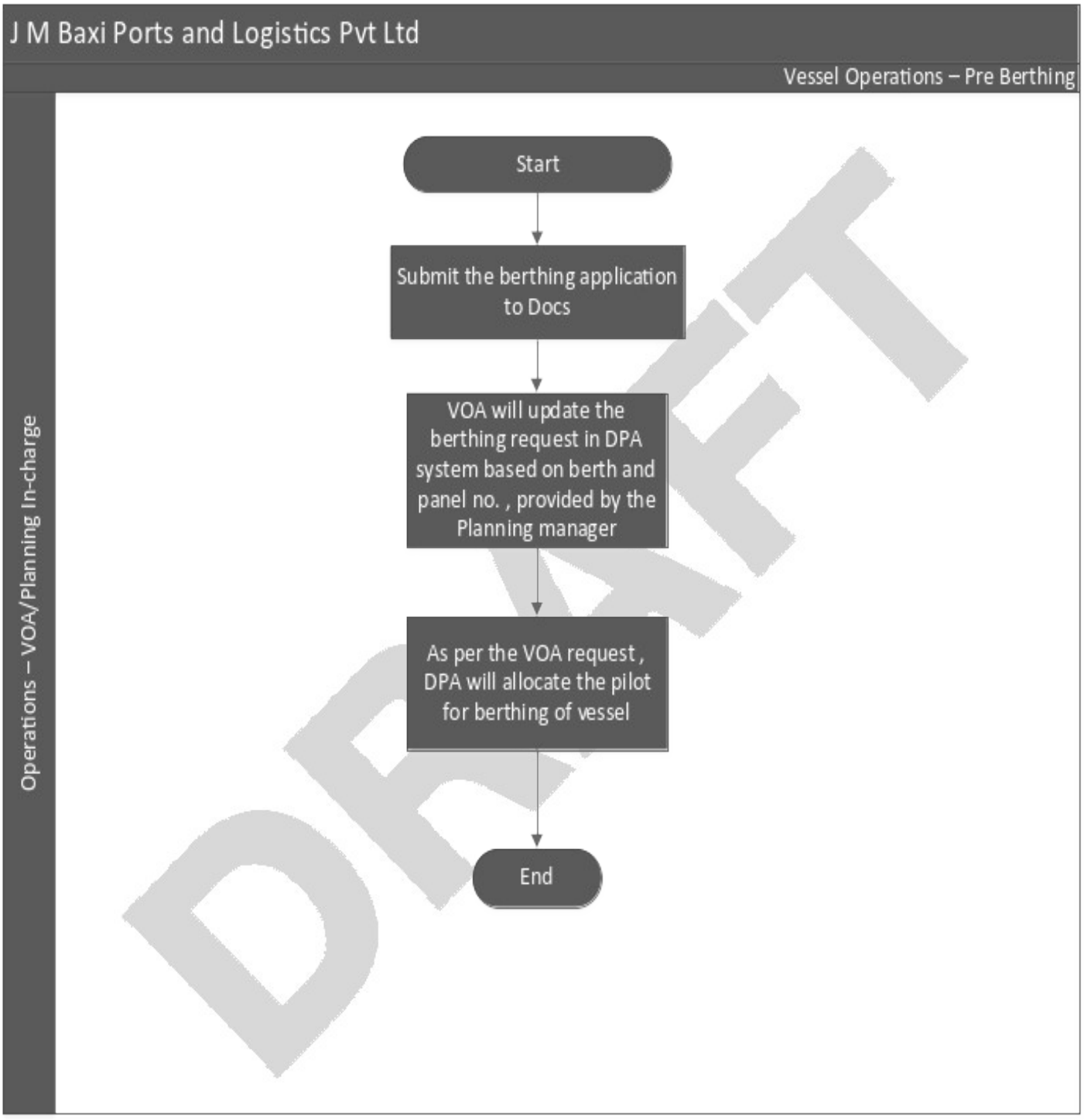
- **Loading - Import Plan**



Process Flow

Vessel Operations

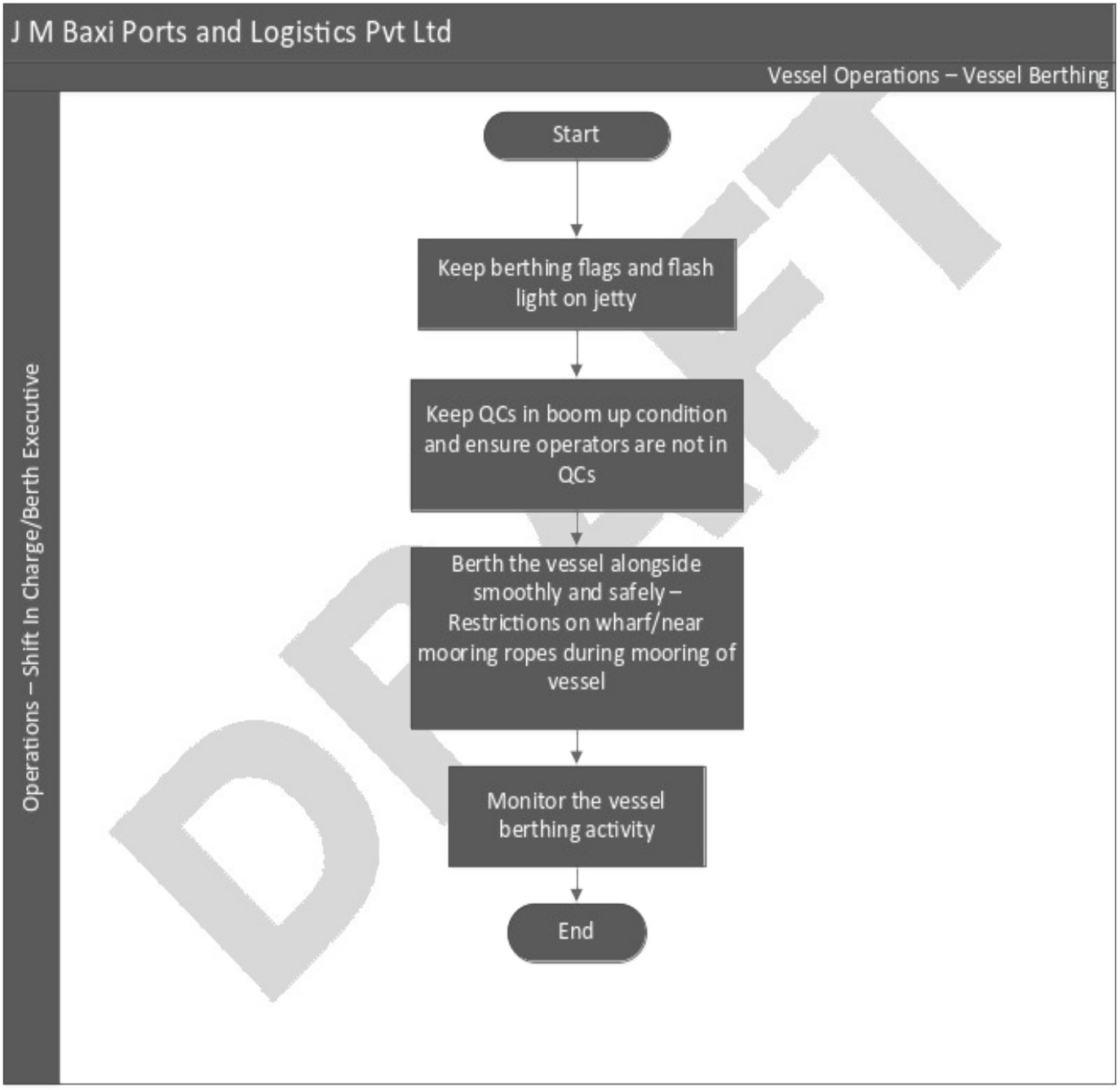
- **Pre Berthing**



Process Flow

Vessel Operations

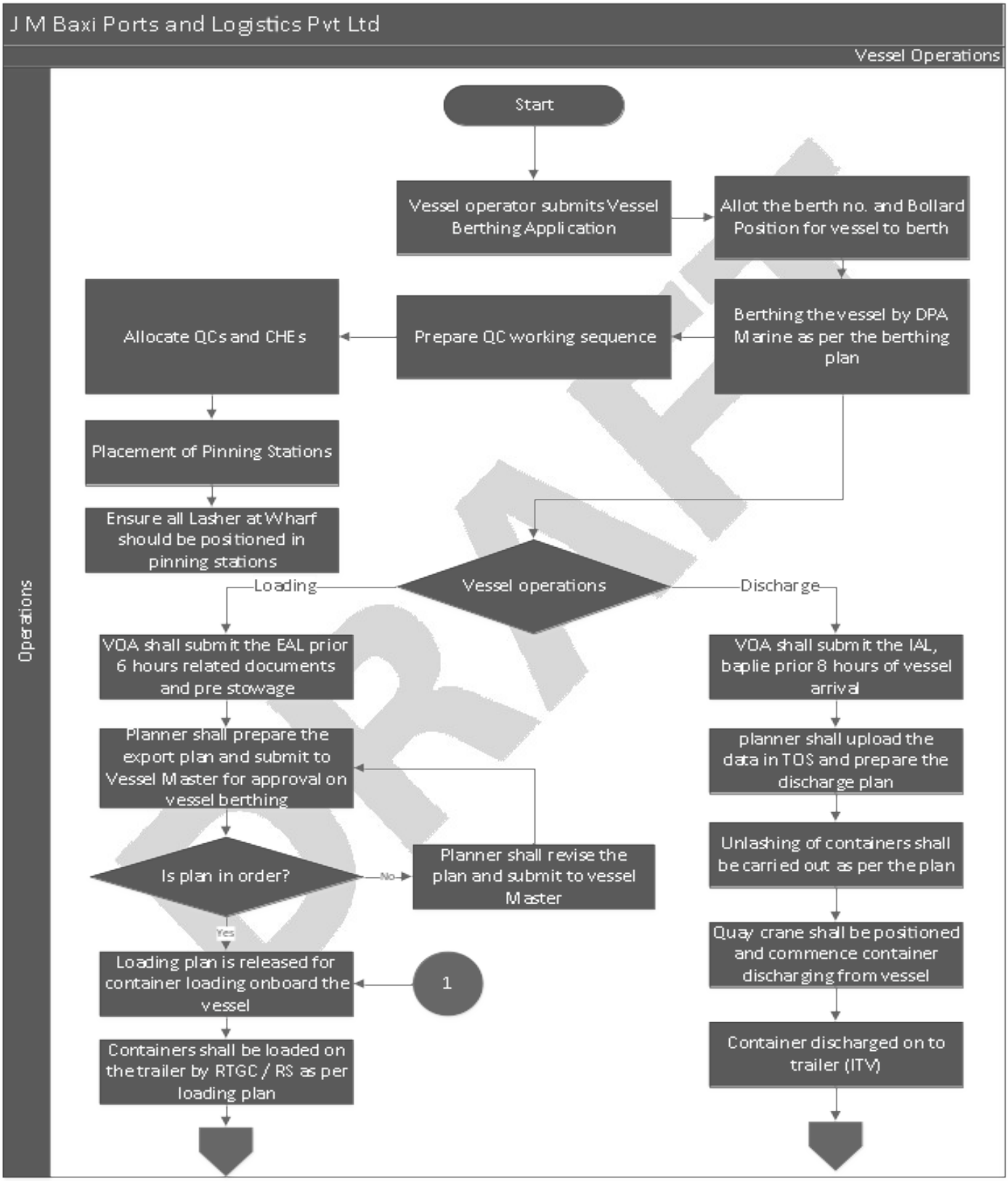
- **Vessel Berthing**

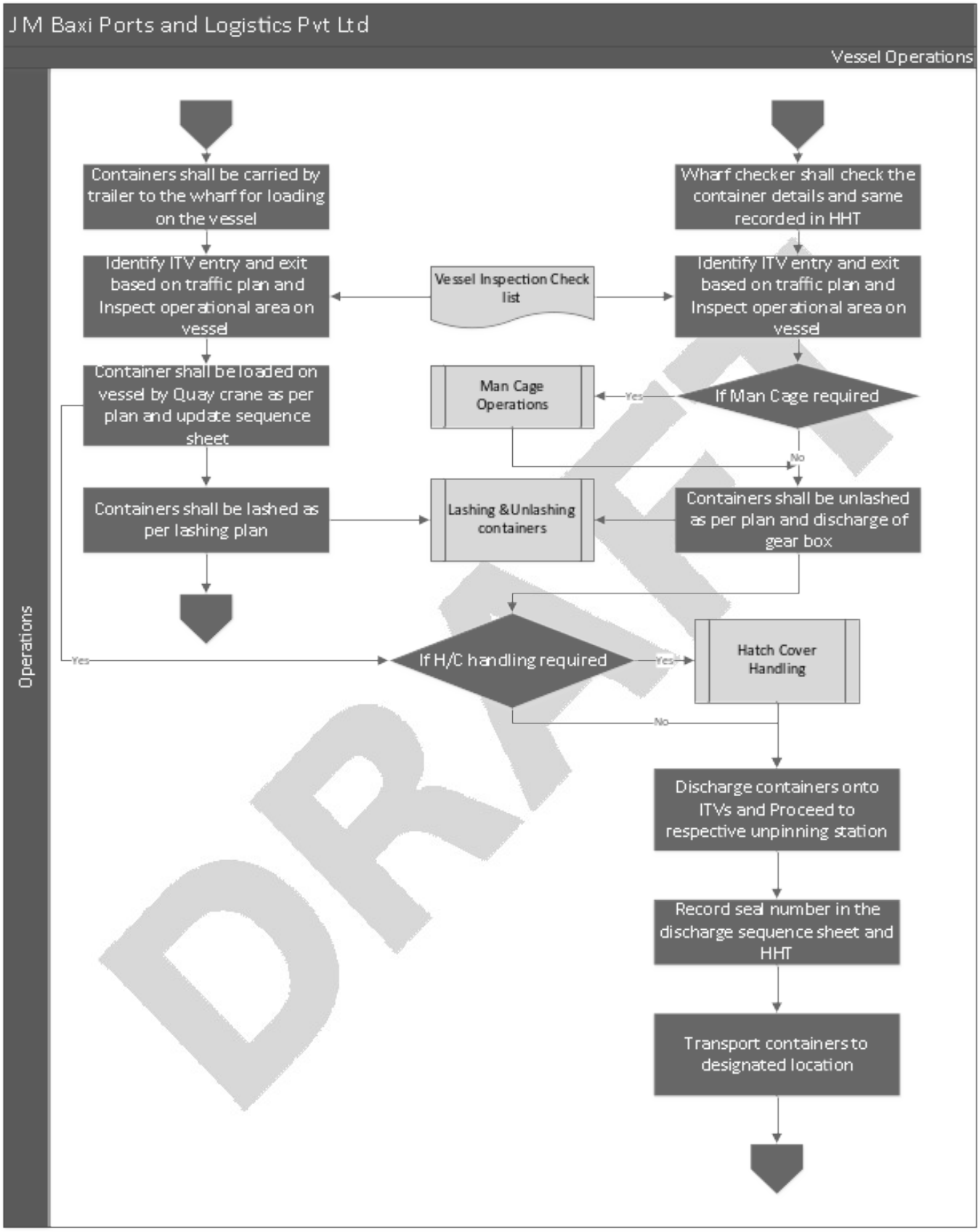


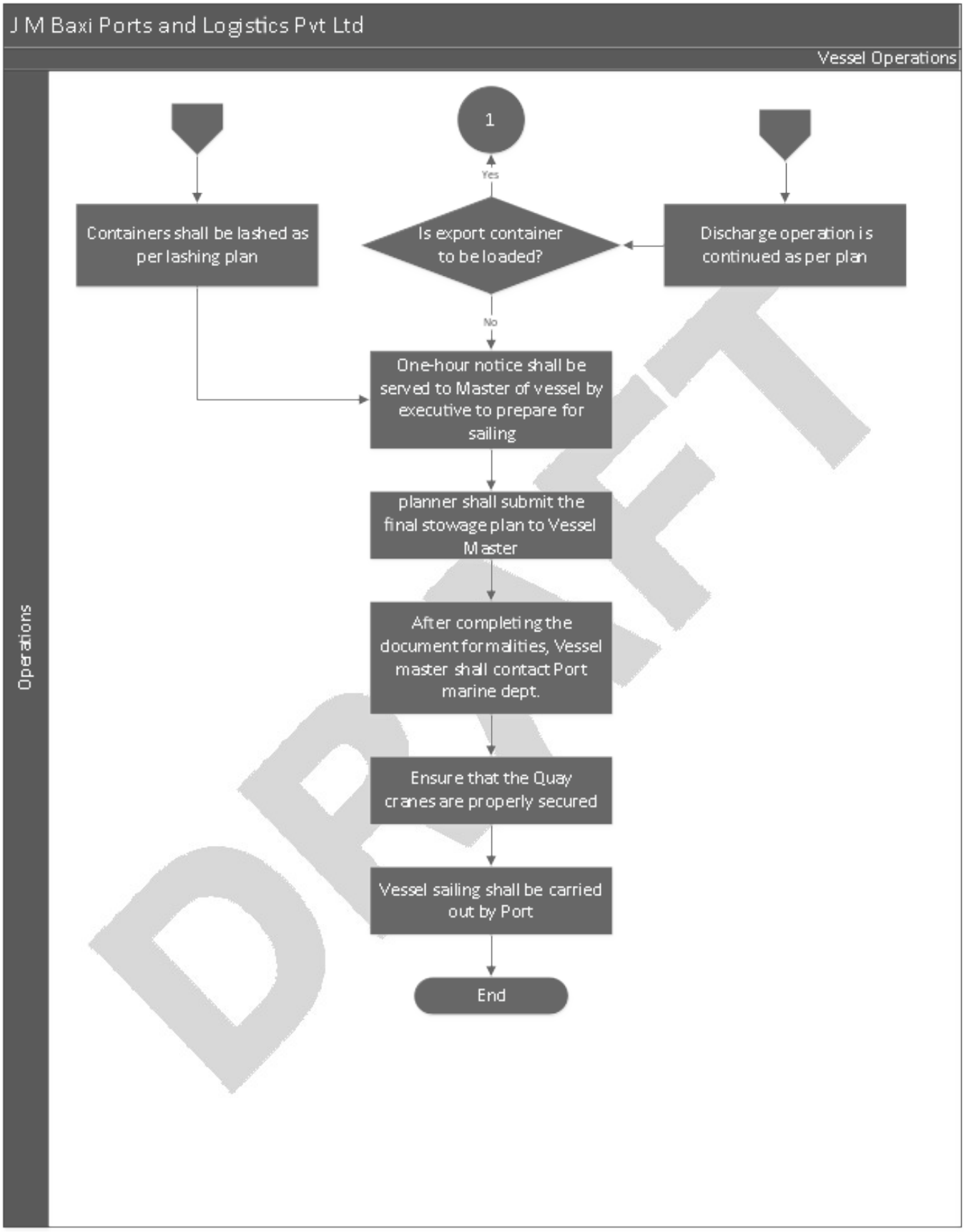
Process Flow

Vessel Operations

- **Loading & Discharge**



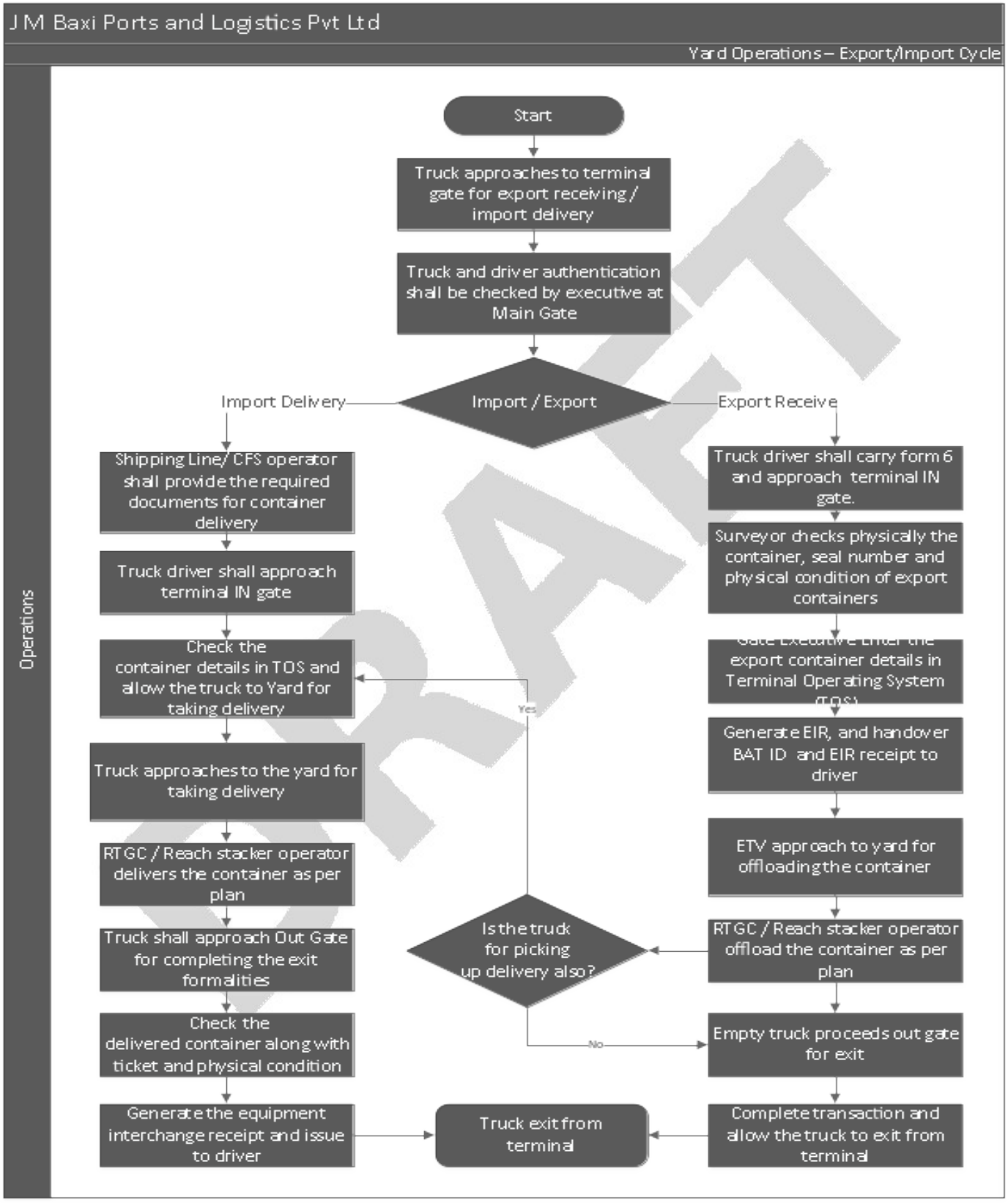

JM Baxi Ports and Logistics Pvt Ltd
Vessel Operations
Operations
Containers shall be carried by trailer to the wharf for loading on the vessel
Identify ITV entry and exit based on traffic plan and Inspect operational area on vessel
Container shall be loaded on vessel by Quay crane as per plan and update sequence sheet
Containers shall be lashed as per lashing plan
Vessel Inspection Check list
Man Cage Operations
Lashing &Unlashing containers
Wharf checker shall check the container details and same recorded in HHT
Identify ITV entry and exit based on traffic plan and Inspect operational area on vessel
If Man Cage required
Yes
No
Containers shall be unlashed as per plan and discharge of gear box
If H/C handling required
Yes
Hatch Cover Handling
No
Discharge containers onto ITVs and Proceed to respective unpinning station
Record seal number in the discharge sequence sheet and HHT
Transport containers to designated location
DRAFT


J M Baxi Ports and Logistics Pvt Ltd
Vessel Operations
Operations
1
Yes
Containers shall be lashed as per lashing plan
Is export container to be loaded?
Discharge operation is continued as per plan
No
One-hour notice shall be served to Master of vessel by executive to prepare for sailing
planner shall submit the final stowage plan to Vessel Master
After completing the document formalities, Vessel master shall contact Port marine dept.
Ensure that the Quay cranes are properly secured
Vessel sailing shall be carried out by Port
End
DRAFT

Process Flow

Yard Operations

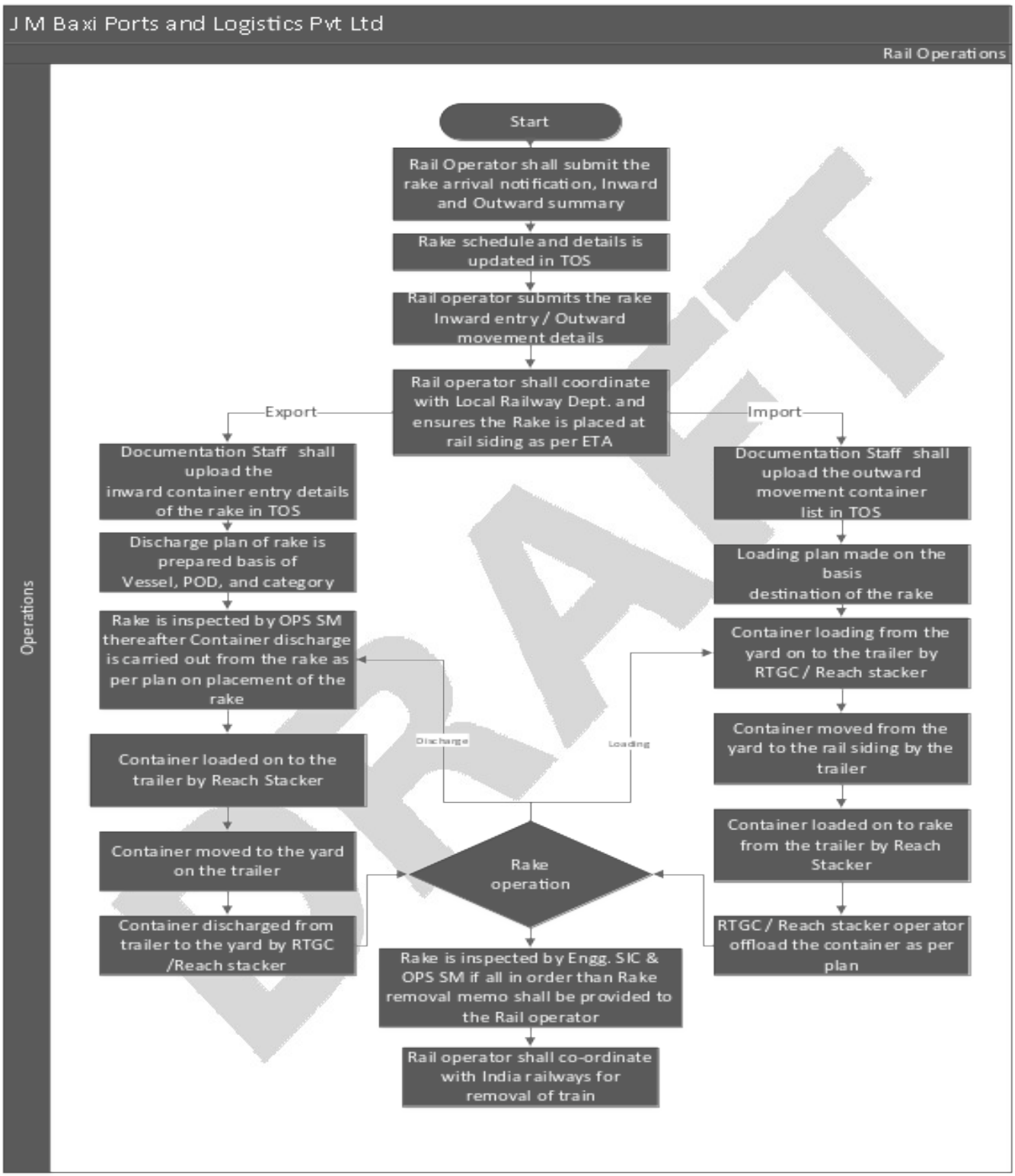
- **Export – Import Cycle**



Process Flow

Rail Operations

- **Export – Import Cycle**



Key Process Activities

1. Gate In Process –ETV Gate Entry

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
1.1 External Transport Vehicle Gate Entry • ***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, Trail driver shall position the trailer at inspection point. ▪ ***Positioning of trailer and Scan E- Seals -*** Trailer driver positions the trailer in the marked position at the container inspection area. Upon arriving at the security gate, Security guard shall carry out an inspection, customs preventive officers scan the E-seal for ExIm (Export-Import) containers. If all checks are clear, the proceeds ETV towards the gate complex. Any discrepancies require the trailer to park in the rail yard/siding until resolved. ▪ ***Check container no. and seal no. physically -*** Gate Surveyor shall carry out physical checks. If everything is in order tally driver positions the trailer in marked position. If not Send trailer to external transport vehicle parking for further instructions. Inform gate not to allow any transactions for the trailer. • ***ETV shall enter gate complex lane -*** After the verification of the E-seal, The ETV is lined up in the gate lane before entering the terminal. For EXIM containers, the vehicle proceeds to the customs station, whereas for coastal containers, it moves directly to the gate. Note that the E-seal is used only for EXIM containers, while coastal containers are secured with a bottle seal that does not	**Gate Executive - Operations**	**Planning Manager/HOD - Operations**	**As & When**	**Manual**

contain a chip. • ***Collect the printed EIR ticket -*** Manual entry of container details into the TOS generates the EIR. Gate Executive will print the EIR receipt. EIR printout is handed over to the driver. ▪ ***Start engine and proceed to nominated CONTAINER YARD 's -*** Gate executive allows the trailer moves to the allotted yard and 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				
1.2 Trailer Entry to Container Yard ▪ ***Enter – External Transport Vehicle details entered in Terminal Operating System for taking delivery/ offloading containers -*** Gate Executive Enter External Transport Vehicle details entered in Terminal Operating System for taking delivery/ offloading containers and instruct the Trailer Driver about designated location for offloading and traffic flow must be indicated clearly in case the containers are to be delivered from Container yard. ▪ ***Approach the Container Yard gate-*** Trailer driver Approach GCB gate through main gate route through Terminal Traffic Management Plan – External Transport Vehicle Route. ▪ ***Verify EIR copy/ Pickup ticket and allow the trailer inside Container Yard -*** Security guard verify the Form 6, EIR and allow the ETV to enter. ▪ ***Proceed to Container yard as mentioned in Equipment Interchange Reports copy/ pickup ticket -*** Trailer driver proceed as mentioned in the Equipment Interchange Reports copy/ pickup ticket.	**Gate Executive - Operations**	**Planning Manager/HOD - Operations**	**As & When**	**Manual**

2. Planning Procedure - Vessel Planning

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.1 Vessel Nomination/Vessel Identification No Creation • Vessel Operating Agent submits Vessel Identification No application with relevant details at least 3 days before arrival. Maximum Limit is not defined. ▪ Documentation team verifies if submitted documents are in order. ▪ If correct, VIA number is allotted using Form-13/Form - 6, and data is updated in Terminal Operating Software (TOS) ▪ If skipped, Vessel Operating Agent is notified, Vessel Identification No is cancelled and Finance is informed. ▪ If Gate-In occurs charges are considered on a case-by-case basis.	**Documentation Executive - Operations**	**Planning Manager/HOD -Operations**	**As & When**	**Manual**
2.2 Discharge Plan – Import ▪ Vessel Operating Agent submits documents at least 8 hours before ETA. ▪ BAPLIE files and uploads are received by the Planning team, documentation team checks for discrepancies and requests corrections if needed. ▪ Documentation team verifies Bay Plan of Import & Export files, stowage plans for EAL and IAL and uploads in Terminal Operating System ▪ Vessel Planner prepares the discharge plan and	**Documentation Executive - Operations**	**Planning Manager/HOD -Operations**	**As & When**	**Manual**

assigns it to the Quay Crane. ▪ Yard Planner prepares the yard plan based on the discharge destination. ▪				
2.3 Loading Plan – Export ▪ Vessel Operating Agent submits documents at least 6 hours before ETA. ▪ Documentation team reviews EAL for discrepancies and requests corrections if needed. ▪ Verified EAL is uploaded into Terminal Operating System by Documentation Team ▪ Vessel Planner checks vessel data to prevent errors and restowing. ▪ Discrepancies are communicated to Vessel Operating Agent for confirmation by Planning/documentation team; containers are released for loading. ▪ Loading projections are automatically or manually created in Terminal Operating System by Planning / Documentation team. ▪ Containers are planned in Terminal Operating System considering stability, placement, and allocation by planning team. ▪ Vessel Planner creates the loading plan as an EDI file within Terminal Operating System. ▪ 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 Container Handing Equipment's by Vessel planner/Planning team. Final EDI is submitted to Vessel Chief Officer one hour before completion by Vessel planner/Planning	**Documentation Executive - Operations**	**Planning Manager/HOD -Operations**	**As & When**	**Manual**

2.1 Planning Procedure - Yard Planning

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.1.1 Receiving - Export ▪ ***Yard allocation and work que to Container Handing 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 RMQC TO CHE 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	**Documentation Executive - Operations**	**Planning Manager/HOD -Operations**	**As & When**	**Manual**
2.1.2 Discharge – Import ▪ ***Yard allocation and work que to Container Handing Equipment -*** Yard Planner creates Yard allocation shall be created based on FPD, length and category and Optimum ratio of RMQC TO RTGC 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.	**Documentation Executive - Operations**	**Planning Manager/HOD -Operations**	**As & When**	**Manual**

2.3 Planning Procedure - Rail Planning

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
2.3.1 Rail Schedule Creation ▪ The Shipping Line / Agent shall submit the SMTP for the containers moving out from the terminal. ▪ The Shipping Line / Agent shall submit rail pre advice for the containers arriving by Rail. ▪ The Rail access gate is opened and monitored by the security personnel well before the arrival of Train ▪ Tally clerks & Lashers shall always be stationed on the other side of Rail Operation i.e. towards the escape line side to avoid Man Machine Interface. ▪ After placement of the rake, Tally clerks shall commence the operations only after the wagon inspection is carried out by the Operations SIC & Engineering SIC and all is in order. ▪ Operations Executive to check the container damages on the operational side of the wagon, prior to commencing t h e operations. ▪ In case of Manual Twist locks Locking/Unlocking of containers shall be done by Lashers prior starting operations ▪ Seal checking of Containers with the doors facing North / South shall be done only from the escape line side. ▪ In case the containers are loaded on to the wagon in such a way that the doors are facing each other, then the containers with doors facing South shall be diverted in such a manner that at the Pinning station, which is placed at a suitable location, the Seal checking can be done properly, before sending	**Executive - Operations**	**Manager/HOD -Operations**	**As & When**	**Manual**

the container to the CY. ▪ For the second container on wagon with door facing North, Seal checking shall be done in the usual way from the escape line side. ▪ Tally clerks and Lashers shall take utmost care while working from the escape line side as there are undulations and obstacles which could lead to trip and fall. ▪ Tally clerks shall make use of Helmets with Torch for Seal checking during low light / Night times. ▪ Tally clerks & Lashers shall exercise utmost caution while working in the rail yard.				
2.3.2 Hazardous Container Arrival ▪ Prior to the arrival of the train, the Shipping Agent shall submit Pre-Advice along with the documents mentioned below. ◆ Container number is listed on the Load List / HHT. ◆ Seal No. (for Laden containers only) ◆ Damage, if any. ▪ The Planner shall plan the containers that are to be offloaded in the hazardous yard according to the segregation table. ▪ On the arrival of the train the hazardous containers are offloaded and stacked in the designated positions in the hazardous yard.	**Executive - Operations**	**Manager/HOD -Operations**	**As & When**	**Manual**
2.3.3 Hazardous Container – Loading ▪ The Planner shall seek advice from Rail Operator on the position of the container that is to be loaded onto the train. ▪ Based on the advice of Rail Operator, the Planner shall plan the loading sequence and inform the same to Operations Executive. ▪ The Rail Executive shall ensure that the hazardous container is loaded in the position planned	**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 ▪ ***Submit Berthing Application-*** The berthing application is submitted by the Vessel Operating Agent (VOA) to the Port Authority, typically 7 days in advance; in rare cases, it can be submitted 24 hours prior. The Vessel Operating Agent (VOA) submits a Pre-Stow/Stow Plan to the Planning section at least 8 hours before arrival. ▪ ***Allocate Berth-***Planning-In Charge assign the berth number, and wharf mark for vessel to berth based on the vessel's Estimated Time of Arrival (ETA). ▪ ***Submit to VPA-*** Vessel operator submits the berthing application to DPT for berthing the vessel & received DPA VCN no. Berthing the vessel by DPT as per the KICT berthing plan ▪ ***Provide vessel pilotage and towage-***Deendayal Port Authority provides vessel pilotage and towage services as per the license agreement.	**Planning Executive - Operations**	**Planning Manager/HOD -Operations**	**As & When**	**Manual**
3.2 Berthing ▪ ***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 / Berth Executive In order to indicate the position of the vessel when coming alongside the berth. Flashing light shall be placed at stern side in dark lights hrs. Shift In-Charge / Berth Executive Keep min 50m away from bow or stern from vessel	**Executive - Operations**	**Manager/HOD -Operations**	**As & When**	**Manual**

berthing area or keep in the mid of the vessel berthing area and ensure operators are not in Quay Cranes (QC). ▪ ***Berth Vessel***-Deendayal Port Authority safely and smoothly berth the vessel as declared in the berthing application. ▪ ***Monitor Berthing Activity-*** DPA Mooring team guide the ship for smooth berthing, Shift In-Charge /Berth Executive ensures gangway placement and secure the gangway. Stands and follow vessel stern edge 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.				

3.1 Vessels operation – Loading Operations - Export

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
3.1.1 Allocate Crane and Establish Working Sequence ▪ ***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 the Loading and discharge plan Berth executive will allocate QC and yard executive will deploy the yard CHE ▪ ***Placement of Pinning Stations-***Berth Executive positions pinning station away from the working Quay Cranes, possible safest distance from Place of Work prior commencement of discharge/ Loading operation. ▪ ***Ensure all personnel in wharf should be positioned in pinning stations-*** Prior commencement of discharge/loading operation. Berth Executive ensures all Lasher in wharf should be positioned in pinning stations.	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**
3.1.2 Vessel Container Loading ▪ ***Take approval for export stow plan from***	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

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-***Berth executive takes approval for export stow plan from vessel and Identify ITV entry and exit based on traffic flow should be followed as per the berthing position of the vessel ▪ ***Inspect vessel operational work area-***Safety officer Inspect vessel operational work area and prepares Vessel Inspection Check list. ▪ ***Load containers from Container Yard (CY) onto the Internal Transport Vehicle (ITVs)-***The CHE shall load the container from the CY on to the ITV as per the loading sequence in the VMT. The container shall be transported by the ITV from the CY to the designated quay crane. ▪ ***Inspect containers in pinning station-***When the container arrives at the pinning station located prior to the quay crane, physical check shall be carried out for the following by the wharf checker-: ♦ Container number is listed in the Vessel Loading List. ♦ Seal No. ♦ Damage, if any. ▪ In case of any of the above discrepancies, the container shall not be loaded on the vessel. After completing the checks, the ITV shall proceed forward to the quay crane and the Container shall be loaded in vessel slot as indicated in the vessel loading list and will be confirmed by the deck checker and updated by him in the HHT. ▪ Special care shall be taken to ensure safe loading of High Cube, OOG containers, Reefer containers and Hazardous containers. This shall be carried out in coordination with the lashing supervisor, deck checker, Vessel Planner, and Chief Officer of the vessel. ▪ In case VOA fails to intimate action to be taken for an over-landed container, the container shall be loaded back on vessel after proper stowage planning. ▪ ***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 as guided by deck supervisor. ▪ ***Update sequence sheet and Handheld Terminal (HHT)-***Tally clerk updates sequence sheet and HHT and Tick respective container in the sequence sheet. ▪ ***Lashing & Unlashing Containers-*** On completion of loading, lashing supervisor along with BEX to ensure that the containers are lashed to the satisfaction of the vessel chief/officer and the lashing certificate is obtained from the vessel, the final Bay Plan shall be submitted to Chief Officer for records by the vessel planner. ▪ ***Vessel Discharge-***Berth Executive 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 and BAPLIE to chief officer. ▪ In Case of any Incident/Accident occurred then Shift Manager (Ops) prepares the detailed investigation report and circulate to the Operation Manager/HOD. The Operation Manager send the report to the safety department for record. Also, a Root Cause Analysis report is prepared to find out the reason and the corrective actions taken				

3.2 Vessels operation- Discharge Operations - Import

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
3.2.1 Allocate Crane and Establish Working Sequence ▪ ***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 Handing Equipment (CHEs)-*** Berth Executive Allocate Quay Cranes and yard executive allocate CHE in yard on accessing of vessel	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

stowage ▪ ***Place Pinning Stations-***Berth Executive places pinning stations as per the QC allocation prior commencement of discharge operation. ▪ ***Ensure all Lashers in wharf should be positioned in pinning stations-***Berth Executive ensure all personnel in wharf should be positioned in pinning stations prior commencement of discharge operation.				
3.2.2 Vessel Container Discharge ▪ ***Lashing & Unlashing Container-*** The containers shall be unlashed prior to the discharge of containers and same shall be supervised by the lashing supervisor. The containers shall be unloaded onto the ITV in accordance with the sequence defined in the vessel Discharge Sequence List. ▪ ***Identification of Internal Transport Vehicle (ITVs) entry and exit-***SM & BEX along with the ITV supervisor to identify the entry, exit and crossover points based on the traffic plan, and place safety cones for demarcation on 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 ▪ ***Inspect containers in unpinning station-***The ITV shall proceed to the unpinning station for removing twist locks from the container base and container inspection. ▪ ***Inspection of the Container*** - The container shall be inspected for the following in the unpinning station by the wharf checker: ♦ Container number as listed on the Discharge Sequence List / HHT. ♦ Seal No. ♦ Damage, if any. ▪ ***Record seal number in the discharge sequence sheet and HHT-***The seal intactness shall be checked, and container number shall be recorded in the Discharge. Sequence Sheet	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

and HHT against the respective container by the wharf checker. If the container is not listed in the Discharge Sequence List, the VOA shall be contacted to confirm whether this container needs to be discharged or not. If this is to be discharged, it has to be manually added to the Discharge Sheet by indicating the following details: ♦ Container Number. ♦ ISO Code indicating size & type of container. ♦ Seal No. ♦ Discharge Location ▪ In case, the VOA confirms that the container is not to be discharged the container has to be marked as 'RESTOW'. ▪ ***Fix new bottle seal to container and record seal number-***In the absence of a bottle seal for all laden containers, the VOA shall be intimated of the same, such container to be stacked separately at height, the bottle seal as provided by the VOA shall be affixed to the right-hand door of the container. This seal number shall be recorded in the Discharge Sequence List and in HHT. The VOA to submit the relevant documents with amendments. If the container is found damaged, a damage report shall be prepared and shall be duly acknowledged by the Chief Officer of the vessel. ▪ ***Vessel Loading-***After completing verification, the container shall be transported to the designated location in the CY by the ITV. The container shall be offloaded by the CHE in the pre-planned storage position in the CY. ▪ ***Over-Landed (Out-of-List) Containers-***The VOA shall provide the Planning Section with written instructions along with Customs permission on the over-landed container as soon as possible but ultimately before departure of the vessel. In case, the VOA fails to respond prior to completion of vessel operations, the container shall be re-stowed back on the vessel. ▪ ***Short Landed containers***- VOA shall be informed about the short landing after the vessel discharge operation has been completed. The VOA shall take note of this				

report and inform Planning Section about the action taken in this regard.				

3.3 Vessels operation - Vessel Unberthing

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
3.3.1 Sailing/Unberthing of Vessel ▪ ***Submit final plan to vessel chief officer-***ETC shall be informed at starting of operation. Vessel planner submits final plan to vessel chief officer ▪ ***Inform vessel chief officer to give 1 hr. notice-*** Vessel Operator gives one hour cargo completion notice o vessel chief officer for readiness for sailing. ▪ ***Ensure vessel contacted port control in time-*** Agent shall submit required documents before loading ops completion and Vessel Operator ensure vessel contacted port control in time. ▪ ***Ensure necessary acknowledgements are taken from vessel chief-*** Shift In-Charge / Berth Executive shall Ensure necessary Acknowledgements if required ♦ 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-***Berth Executive 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-***In Case of early berthing or terminal push/rescue 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-***Deen Dayal port Un-berth/ sail the vessel smoothly ▪ ***Monitor the vessel Unberthing Activity-***Shift In-Charge / Ber.th Executive Monitor the vessel Unberthing activity. Further, do not allow unauthorized persons on wharf or near	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

mooring ropes during unmooring of vessel.				

4. Yard/Road Operations - Export received by Road

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
4.1.1 Export received by Road - Laden ▪ ***e - Form 13/Form - 6 generated against container and posted to SL and nominated CFS/ CHA-***System-generated Form 13 and Manual Form 6 are considered in a semi-automated process. ▪ For form 13, Shipping line Upload pre-advice file for Container Freight Station / factory stuffed export In FTP Folder (CSV file). Customers complete Submit VIA application 07 days prior to arrival with container and vessel details'-form 13 is generated and sent to shipping lines and CFS/CHA. e-form 13 contains: Container number, VIA no, Vessel name, Port of Discharge, Category, type, ISO code etc. ▪ For From 6, all containers prior to entering the terminal shall be accompanied by the "Form 6". Form 6 shall be prepared by the Shipping Lines. Once the Form 6 is filed by Shipping Line it will be received at KICT gate. CFS at their end shall provide Form 6 with VCN no. Vessel Name, POD, Line Code, Seal Numbers, VGM weight and Trailer details given to the Transporter prior to the container entering KICT. ▪ ***Acknowledgement of Form -6 -***The form – 6 is acknowledged by the customs (gate PO) after verifying the container number and the seal number, after which the container is allowed to enter the terminal. After that truck driver shall present the Form 6 to the Gate Executive at KICT Gate complex. ▪ ***Gate Inspection Screen-*** At the KICT Inspection area, the container shall be examined for any	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

visible damage, other than normal wear and tear. In case of any damage observed, damage report shall be prepared and issued to the respective Shipping Line / Agent. The container shall be examined for Hazardous stickers. In case there are hazardous stickers on a container carrying non-hazardous cargo or the hazardous stickers are wrongly affixed i.e., not according to IMDG class declared in the Form 6, the stickers shall be removed and / or correct stickers affixed and for gate in need Permission from DPA (Fire & Safety Officer) for Hazardous containers gate in and MSDS / Hazardous Manifest for Hazardous Containers. The Seal Number on Form 6 shall be verified with the actual Seal on the container. Containers with seal mismatch shall be sent to truck parking area and shipping line shall be duly informed. ▪ ***Proceed to gate complex, Verification, and generation of EIR -*** Containers fulfilling the above shall be allowed to proceed through the In Gate. At the In-Gate Form 6 details will be cross checked with the IPOS and EIR shall be generated in hard copy. ▪ ***Yard Allocation -*** Bat No. along with yard location shall be allotted for the particular container and given to TT driver. T.T. shall then be allowed to proceed to the designated CY. The CHE shall be positioned for offloading the container in the CY in accordance with the Yard location displayed on VMT. ▪ ***Offload the container as per planned location and update Vehicle Mounted Terminal (VMT)-*** On showing the Bat No. to CHE operator, the container shall be offloaded by CHE in the designated location and VMT shall be updated accordingly. ▪ ***Completes the transaction and allow the truck to move out-*** After offloading the container in CY, the T.T. shall come to Out Gate and the driver shall return back the BAT No. T.T. shall then be allowed to move out of the terminal. Direct loading charges can be levied to those containers which are arrived after the cut off time.				
4.1.2 Export received by Road - Empty	**Executive**	**Manager/**	**As &**	**Manual**

▪ All containers entering the terminal by TTs shall be accompanied by Form 6. main gate security shall check and ensure that the container is indeed empty. If the ▪ container is actually empty; security will allow the TT into the gate complex. ▪ In case any items are found in the container (dirty container), Security shall not ▪ allow the TT inside the terminal. ▪ On reaching the Gate complex the container details are cross verified in IPOS & EIR Shall be generated in hard copy. ▪ Then the TT shall be allowed to proceed into CY the container shall be offloaded in the allotted yard position. ▪ Direct loading charges can be levied to those containers which have arrived after the cut-off time.	**- Operations**	**HOD - Operations**	**When**	

4.1. Yard/Road Operations – Import Delivery by Road

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
4.1.1 **Containers Moving out by Road to CFS / ICD / Factory De-stuffing** ▪ ***Job Order/movement order from the Shipping Line / Agent/CFS/Empty Park*** **-**Once container discharge from vessel all import containers shall be kept 'ON HOLD' and released by the Documentation Executive only after getting Job Order/movement order from the Shipping Line / Agent/CFS/Empty Park with Customs permission. ▪ ***Issue of Job Order*** **-**The concerned CFS Operator shall issue the 'Job Order' to KICT Documentation Section for all the delivery containers to be moved to the concerned CFS. ▪ ***Submission of IAL, BOE, DO-*** The Shipping Agent shall submit IAL indicating the CFS / SMTP and Form 9 / Bill of Entry and DO issue by line / to the documentation Section prior to the arrival of	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

the T.T.s for picking up the container. ▪ ***Update* 'TSA' list of containers in *Terminal Operating System* (TOS)-** The list of containers in the Job Order shall be updated in IPOS and RELEASE' the containers after checking for any 'HOLD' instructions. ▪ ***'RELEASE' containers*-**Containers will be released based on best pick in system and sequence list of containers to be delivered based on the Yard location and ETV List of CFS/Empty Park shall be shared with Gate Executive at Gate Complex. ▪ ***Updation in IPOS and Yard allocation* -** The details of the T.T. and the Container No. shall be entered in IPOS. After entry of all details as per Delivery list, a Bat No. shall be allotted for the particular container and given to TT driver along with the EIR indicating the container no and Yard location. ▪ ***Reach Terminal Inspection point with empty trailer through approach road-*** The T.T. shall approach the designated yard location mentioned in the EIR issued for taking the delivery. On showing the Bat No. to CHE operator, the particular container shall be loaded by CHE from the designated location and VMT shall be updated accordingly. ▪ ***Physical Inspection of Container-*** The containers loaded from the CY for delivery shall be parked near the OUT-Gate for physical inspection. The container shall be examined for any visible damage, other than normal wear and tear. In case of any damage observed, confirm whether the damage report was prepared for the said container while discharging from vessel. If damage report is available at Documentation Dept., it shall be stated on the EIR as remark. ▪ ***Generate EIR-*** On physical verification of the Container No. and Seal No., the EIR shall be generated. ▪ ***Move out from Terminal along with containers through main gate-*** The Bat shall be retained at the OUT-Gate and the EIR shall be handed over to the T.T. driver and customs PO at customs gate. The T.T. shall then be allowed to move out of KICT along with the container.				

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 create truck appointments for import containers***- If the transporter intends to make Dual Transaction (Export /Import), he will issue Form-6 to the Trailer driver. In case of import COA/ line will submit the IAL and ETVs list documentation section. ▪ Upon reaching KICT in-gate, Trailer driver submits	**Executive - Operations**	**Manager/HOD -Operations**	**As & When**	**Manual**

both Form- 6 & DO copy issued by line (for direct delivery) to Gate Executive. (For A.V. Joshi, EIR copy will be received from CFS as per customs notification no. in case of import delivery only) ▪ ***Verification of details and enter in IPOS-*** Gate Executive enters the container details in IPOS & verifies the details for both Export and Import Containers. ▪ ***Generate EIR and Print Tickets-*** Gate Executive generates EIR for both import & export containers in hard copy & handed over to the truck driver for proceeding to the CY for offloading the Container & loading import containers. ▪ ***Offload the container as per planned location and move for loading -*** After offloading he moves the trailer to the Designated Import yard for loading Import Containers. ▪ ***Move out of Terminal along with the containers through Main Gate***- Upon loading import containers Truck proceeds to KICT Out -Gate. ▪ ***Physical Verification and Generation of EIR -*** On physical verification of the Container No. and Seal No., the Out EIR shall be generated. Bat No shall be retained at the OUT-Gate and the duplicate copy of EIR shall be handed over to the Truck driver ▪ ***Move out of Terminal along with the containers through Main Gate-*** The Truck shall then be allowed to move out of KICT along with the containers. Direct loading charges can be levied to those containers which have arrived after the cut-off time.				

5. Rail Operations- Rail Discharge Operation

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
5.1 Rail Discharge Operation ▪ ***Plan Containers-*** Two Reach Stackers shall be deployed, one at the centre and another at the end of the rake. This would ensure that safe distance is always maintained between the two RS and there would be no traffic congestion. ▪ ***Unlock Containers-*** Containers shall be unlocked / unlashed on the rail flat prior discharging. ▪ ***Discharge containers on Internal Transport Vehicles (ITVs)-*** Containers shall be discharged by the CHE in accordance with the sequence defined in the Train Discharge List / HHT. ▪ ***Inspect each container and update in HHT-*** During unloading, the Tally Clerk at the rail sliding shall inspect each container for the ▪ following: ♦ Container number as listed on the Discharge Sheet / HHT. ♦ Seal No. ♦ Damage, if any. The containers discharged shall be updated in the HHT. ▪ ***Container without bottle seal -*** A laden container without the bottle seal shall not be discharged from the wagon. The absence of bottle seal shall be immediately informed to the Shipping Line / Agent and the Rail Operator through Planning Section. ▪ ***Container Placing new bottle seal-*** A new bottle seal shall be affixed on confirmation from the respective Shipping Line / Agent. The container discharged shall be kept separately in the CY. ▪ ***Damaged Container -*** If the container is damaged, a damage report shall be prepared duly acknowledged by the representative of the Rail Operator. ▪ ***Transport container from rail siding to Container Yard (CY)-*** The containers discharged	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

shall be transported by the ITV to the designated location in the CY. ▪ ***Offload containers from Internal Transport Vehicles (ITVs) in Container Yard (CY) and update Vehicle Mounted Terminal (VMT)-*** The CHE in the CY shall offload the container from the ITV and stack in the planned position.				

5.1 Rail Operations - Rail Loading Operation

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
5.1.1 Rail Loading Operation ▪ ***Load containers on Internal Transport Vehicles (ITV's)-*** The CHE operator shall load the container on the ITV as per the loading list. The container shall be transported by the ITV from the CY to the rail siding. ▪ ***Check containers and seal numbers-*** When the container arrives at the rail siding, the Tally Clerk shall check the Container for the following: ♦ Container number is listed on the Load List / HHT. ♦ Seal No. (for Laden containers only) ♦ Damage, if any. ▪ ***Load container on the rake-*** The containers shall be loaded as per the train loading list and the same shall be update in HHT by the wagon tally. ▪ ***Lock and Lash Container -*** The containers shall be locked / lashed after loading on the rail flat. ▪ ***Tally Sheet and Damage reports -*** On completion of train operation, the tally sheets and damage reports shall be sent to Planning Section. ▪ ***Inspection of Rake Wagons-*** After the Rail Arrival and prior commencing the Operations, Operations Shift Manager inspect the Rake wagons. If any issue is found, then same to be conveyed to CTO immediately. Similarly, after the completion of Rake Operations, Operations shift Manager and Engineering SIC will again inspect the wagons. ▪ ***Rail Removal Memo-*** Once all found in order, the planning section will send the removal memo to the CTO for releasing the rake.	**Executive - Operations**	**Manager/ HOD - Operations**	**As & When**	**Manual**

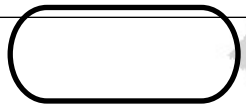
6. Gate Out Operations - ETV Exit

Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
7.1 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 drivers proceed to out gate. ▪ ***Security checks at inspection point-***when a container approaches the out gate, the out-gate surveyor verifies the container details using the Equipment Interchange Reports copy and the survey slip, conducting a physical verification. Once this is completed, the container is allowed to move to the out gate, where the Equipment Interchange Report (gate out slip) is issued by the gate executive, enabling the truck to proceed to the security gate. ▪ ***Carry out physical verification-***The surveyor carries out physical verification of the container. In the case of delivery, the surveyor checks and updates the container seal number and prepares a survey slip. If everything is in order, the gate executive checks the trailer and container details and generates the Equipment Interchange Reports (Gate Out Slip) in the Terminal Operating System screen. If there are any discrepancies, the gate executive is informed, and instructions are followed. ▪ ***Move out from terminal through GCB road-***At the security gate, the security guard re-verifies the EIR with the physical container along with the gate out slip, allowing the truck to proceed further. The security personnel permit the External Transport Vehicle to move out. The	**Gate Executive - Operations**	**Planning Manager/HOD - Operations**	**As & When**	**Manual**

trailer driver then proceeds through the main gate and exits the terminal.				
7.2 Adhesive tape Fixation on twist lock on by road truck ▪ Export gate surveyors provide adhesive tape to truck drivers to apply on all locks before proceeding to the gate pass generation at Gate Complex. ▪ Surveyors instructed the truck driver to put old adhesive tape in dust bin near to Survey Zone before proceeding gate in.				

Symbols/ legends used in flowcharts

	Start/End
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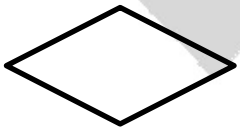
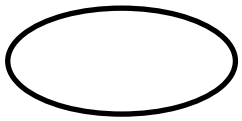
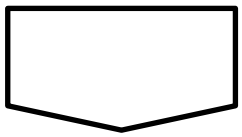
	Decision/possibility/alternative
	Alternate process

	Process connecting in same page
	Process connecting in other page
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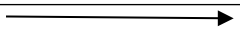	Flow direction