

Delhi International Cargo Terminal (DICT)

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 conduct **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. Function 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 evaluate their **effectiveness**.
2. Auditors – Auditors shall use this SOPP to check **adherence to defined processes** and standards. The SOPP shall help them identify any deviations to defined processes and standards, ensuring that corrective actions are taken promptly to address any discrepancies and improve overall compliance with established procedures.

How do you read the SOPP?

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

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

Annexures to this SOPP.

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

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

Organization structure

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

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

Rules for this SOP

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

Document review and approval.

Revision history

Version	Created By	Document Approved By	Date Approved	Revision
SOPP Number	1			
Applicable Entities	Entity Type		Entity Name	
	Container Terminal		➤ Delhi International Cargo Terminal	
Process Owner	Terminal Head			
IT Applications	Entity Name		System	
	Delhi International Cargo Terminal		CFS Operating Software – CFS MAG	
Guidelines / Policy reference				
SOPP Cross References				

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Abbreviations and Definitions

Abbreviations	Details
BL	Bill of Lading
BPC	Brake Power certificate
CEO	Chief Executive Officer
CHA	Customs House Agent
COO	Chief Operating Officer
CS	Customer Service
DC	Delivery Challan
DGM/ AGM	Deputy/ Assistant General Manager
DO	Delivery Order
DOA	Delegation of Authority
EC	Executive Committee
EIR	Equipment Inspection Report
ETA	Estimated Time of Arrival
EXIM	Export Import
F&A	Finance and Accounts
GPS	Global Positioning System
GR	Goods Receipt
HO	Head Office
HOD	Head of Department
JO	Job Order
PDA	Pre deposit Account
RS	Reach Stacker
SIC	Shift In charge
TH	Terminal Head
TMS	Transport Management System
TMS	Transport Management System
TOS	Terminal operating system

Executive Summary

The Inland Container Terminal Standard Operating Procedure (SOP) outlines the systematic processes and guidelines for the efficient operation of container terminals located inland. This SOP aims to ensure smooth handling, storage, and transportation of containers, thereby optimizing terminal operations and enhancing service delivery.

Key Objectives:

1. **Operational Efficiency:** Streamline container handling processes to minimize delays and maximize throughput.
2. **Safety Compliance:** Ensure adherence to safety regulations to protect personnel, equipment, and cargo.
3. **Quality Control:** Maintain high standards of service quality through regular inspections and audits.

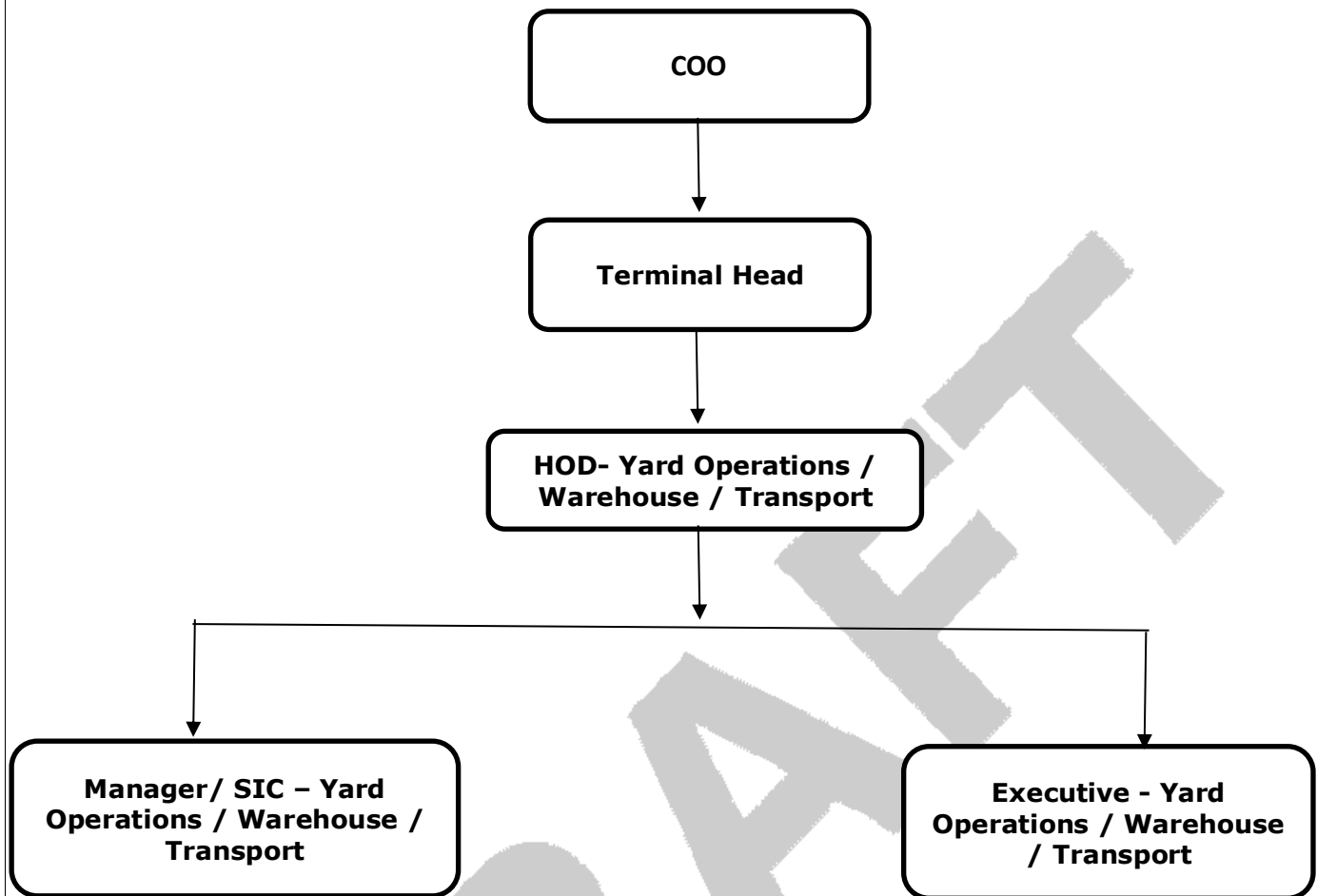
Core Components:

- **Container Handling:** Procedures for loading, unloading, and storage of containers, including the use of specialized equipment.
- **Documentation:** Guidelines for accurate and timely documentation of container movements and transactions.
- **Security Measures:** Protocols to safeguard containers and terminal premises against theft and unauthorized access.

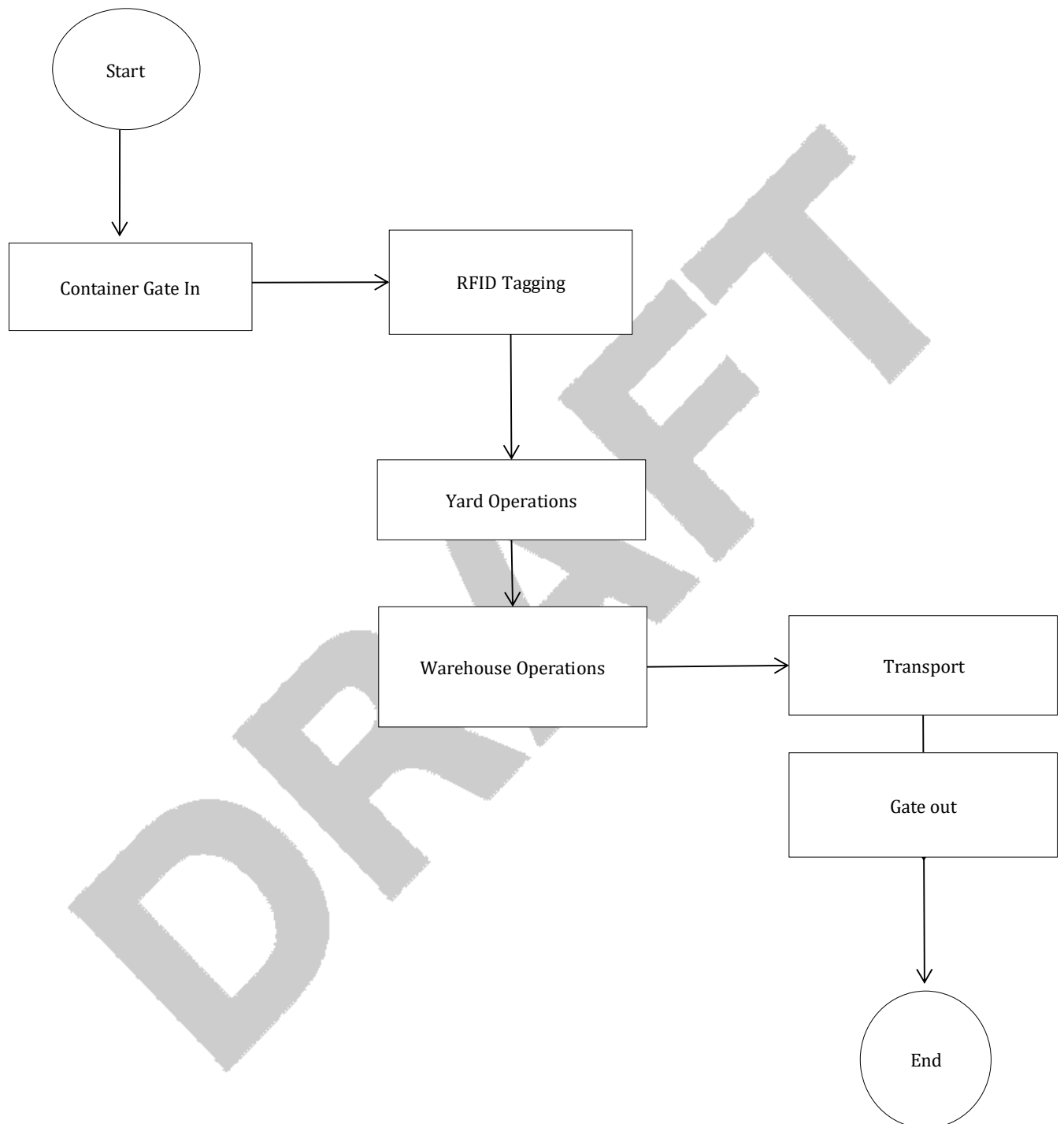
Benefits:

- Improved operational efficiency and reduced turnaround times.
- Enhanced safety and security for personnel and cargo.
- Consistent quality of service and customer satisfaction.

Organization Structure



Process Flow



Key Process Activities

1. Container Gate In - Dry & Reefer

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p>1.1 Verification Of Documents</p> <p>The transporter/driver approaches the In Gate Surveyor by presenting the authorized Job Orders (JO) and, if applicable, any weighment-related tax invoices. All JOs must be issued and authorized by the service center. Each specific activity must have a corresponding and valid JO.</p> <p>Upon arrival, In Gate Surveyor conducts a physical inspection of the containers before they enter the gate. The surveyor verifies that all relevant details visible on the container align with those listed on the JO. The following details must be recorded on the JO / Register :</p> <ul style="list-style-type: none"> - Arrival time - Trailer numbers - Transport company name - Seal number <p>The Gate In Surveyor must verify the following details:</p> <ul style="list-style-type: none"> • Container number • Size of the container • Type of container • Validity of the Job Order (date and time) 	In Gate Surveyor	HOD – Yard Operations	As and when	Manual
<p>1.2 Container Survey</p> <p>If the container is damaged, the Gate Surveyor should follow these steps:</p> <ol style="list-style-type: none"> 1. Create an Equipment Inspection Report (EIR) and take photographs. 2. Submit the EIR and photos to the SIC, Yard Operations, and Customer Service (CS) teams. 3. Permit movement (entry) only after receiving written approval from the CS Team or SIC. 	In Gate Surveyor	HOD – Yard Operations	As and when	Manual

<p>1.3 Communicating to Warehouse team.</p> <p>In Gate Surveyor informs Executive - Yard/Warehouse about the arrival of the vehicle carrying the container or cargo. Additionally, the Surveyor must hand over the stamped Job Order (JO) to the gate security as proof that the survey has been completed.</p> <p>In the case of Reefer Containers, an authorized reefer technician must perform a physical inspection of the unit according to the specified criteria. Supporting pictures should be taken, and a detailed survey report will be prepared. A copy of the report will then be handed over to the Gate Surveyor.</p>	In Gate Surveyor	HOD – Yard Operations	As and when	Manual
<p>1.4 Verification by Security.</p> <p>In Gate Security carries out the following activities:</p> <ol style="list-style-type: none"> 1. Record the vehicle's arrival time, vehicle number, transport company name, driver's license number, driver's name, and mobile number in the Gate Register. 2. Scan all e-seals affixed to export-loaded containers. 3. Acknowledge the Job Order (JO), ensuring all relevant details are recorded in the Gate Register. 4. Conduct an alcohol test on the driver and enter the results in the register. 5. If the alcohol test is negative, hand over the JO to the In Gate Surveyor and permit the vehicle's entry. The alcohol reading should not exceed 0.050%. If the reading is higher, the vehicle should be put on hold. The vehicle will only be allowed entry once the alcohol reading is below the prescribed limit. 	In Gate Security	HOD – Security	As and when	Manual
<p>1.5 Updation in TOS</p> <p>In Gate Surveyor performs the following activities:</p> <ol style="list-style-type: none"> 1. Update the Job Order (JO) details in the Terminal Operating System (TOS). 2. Enter the TOS gate-in date and time and sign the JO. 3. Handover the signed JO to Gate Security for further processing. 4. Arrange for weighment if the driver is carrying a tax invoice. 5. Internally verify whether the container/cargo-related vehicles should be allowed entry. 	In Gate Surveyor	HOD – Yard Operations	As and when	Manual

1.6 Offloading of Container Executive - Yard determines the specific yard or location where the container, upon arrival through the gate, needs to be offloaded. Both the vehicle and the Reach Stacker (RS) should be positioned accordingly. Reach Stacker (RS) Operator reaches the specified yard as per given directions and safely offload / load containers from / to the trailer.	SIC /Executive - Yard	HOD – Yard Operations	As and when	Manual
1.7 Container Gate-out Out Gate Security performs the following activities: 1. Physically cross-check the container/cargo details with the Job Order (JO). 2. Inspect the trailer cabins to ensure there is no pilferage. 3. Inform the Out Gate Surveyor to arrange weighment for the empty trailer, if required. 4. Seals affixed on containers need to be cross checked and accordingly informed to Out Gate Surveyor	Out Gate Security	HOD – Security	As and when	Manual
1.8 Container Survey Out Gate Surveyor performs the following activities: 1. Conduct a physical survey of containers loaded on the trailers. 2. Update all gate-out records in the Terminal Operating System (TOS) and Gate Registers. In case of any damage, prepare and submit EIR to all concerned and handover a copy to driver (if required)	Out gate Surveyor	HOD – Yard Operations	As and when	Manual

2. Container Gate in - Rail Gate

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p>2.1 Container Survey</p> <p>Rail Gate Surveyor conducts a physical survey of EXIM containers loaded on a rake that passes through the rail gate. This applies to containers either being loaded onto the rake or those set to be offloaded from the rake for further movement through the rail gate. Rake plan (for loading or offloading) must be confirmed by the Shift In-Charge. The relevant discharge summary or load plan should then be shared with both the Rail Gate Surveyor and Security.</p> <p>If the container is damaged, the Gate Surveyor should follow these steps:</p> <ol style="list-style-type: none"> 1. Create an Equipment Inspection Report (EIR) and take photographs. 2. Submit the EIR and photos to the SIC, Yard Operations, and Customer Service (CS) teams. 3. Permit movement (entry) after sending mail regarding damage, to all concern 	Rail Gate Surveyor	HOD – Yard Operations	As and when	Manual
<p>2.2 Loading / Offloading of Container</p> <p>ITV driver transports EXIM containers through the rail gate on ITVs for either loading onto or offloading from a rake.</p>	ITV Driver / SIC	HOD – Yard Operations	As and when	Manual
<p>2.3 Verification by Security</p> <p>Rail Gate Security performs the following activities:</p> <ol style="list-style-type: none"> 1. Conduct a physical check of containers and verify the vehicle number. 2. Cross-check the details with the train summary (for imports) or load plan (for exports). 3. Verify and record the seal numbers. <p>Rail Gate Security verifies the following container details based on the data provided by Yard Operations:</p> <ul style="list-style-type: none"> - Container Number - Container Size - Container Seal Number 	Rail Gate Security	HOD - Security	As and when	Manual

In case of any abnormality or mismatch, the vehicle with the container at the Rail Gate should be held, and Shift In charges / Executive / Rail Gate Surveyor - Yard must be informed. In case of any seal mismatch, the SIC should inform the Service Center through mail indicating mismatches. Further movement of the container will only be allowed after necessary checks are completed.				
2.4 Updation in TOS Executive - Yard updates in TOS with Inward and Outward container details within 2 hrs. of completion of physical activity.	Executive - Yard	HOD – Yard Operations	As and when	System
2.5 Loading / Offloading in Yard RS Operator drives the Reach Stacker (RS) to the offloading and loading points, following the instructions of the Executive - Yard. The Surveyor guides the operators to ensure safe and proper rake handling during offloading and loading.	RS Operator / Executive / Surveyor	HOD – Yard Operations	As and when	Manual
2.6 Monitoring of ITVs & RS Executive - Yard monitors the placement and rotation of all ITVs and Reach Stackers (RS) at the EXIM and rail yard according to the deployment plan.	Executive - Yard	HOD – Yard Operations	As and when	Manual
2.7 Rake Loading / Offloading Summary Rail Gate Surveyor updates rake loading summary in prescribed format and make an excel file of outward train summary for further handover to railways. Same process followed for inward train summary while offloading.	Rail Gate Surveyor	HOD – Yard Operations	As and when	Manual

3. RFID

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p>3.1 RFID at Container Entry</p> <p>Once the container arrives at the gate (rail/road) via trailer, it is surveyed by the Gate Surveyor, and the seal is checked by the security staff.</p> <p>The container then proceeds under the RFID tower for tagging by the Gate Surveyor, and its entry into the system is recorded. The container numbers are entered into the system, and the respective tag numbers are attached to the containers for location fetching.</p> <p>After tagging, the trailer is directed to the respective yard for offloading. Before offloading, the RS operator ensures that the RFID tag is activated and has network connectivity for location fetching at the time of offloading in the yard.</p>	In Gate Surveyor	HOD – Yard Operations	As and when	Manual
<p>3.2 RFID at Container Exit</p> <p>Once the trailer (ETV) arrives inside the yard with a valid Job Order (JO) and the specified container location mentioned on it, the vehicle proceeds to the respective yard for loading.</p> <p>The nominated RS in the yard loads the specified container mentioned on the JO under the supervision of the yard surveyor.</p> <p>After the container is loaded, the vehicle proceeds to the Out gate under the RFID tower for de-tagging by the gate surveyor.</p> <p>Once the tag is removed from the container, the vehicle can proceed with the gate-out process.</p>	Out Gate Surveyor	HOD – Yard Operations	As and when	Manual

4. Yard Operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
4.1 Offloading of Container The Executive - Yard carries out the following activities: 1. Check the Job Order (JO) and arrange for the offloading/loading of containers as per the requirements. 2. Guide Reach Stacker (RS) operators to ensure safe handling of containers. 3. Organize separate offloading for both laden and empty containers, following the yard plan. 4. Avoid tower stacking and ensure containers are stacked according to the designated slots.	Executive - Yard	HOD – Yard Operations	As and when	Manual
4.2 Reach Stacker (RS) Operations Reach Stacker (RS) Operators carry out the following activities: 1. Position all operators in the yard according to the deployment plan shared by the SIC. 2. Ensure safe handling in the yard by stacking containers according to the nominated slots and following handling instructions provided in advance. 3. Avoid tower stacking and ensure corner-to-corner stacking of containers. 4. Follow all safety rules while handling containers. 5. Work under the guidance of Yard Surveyors for safe and proper handling of containers. 6. Ensure that the reverse camera and sensors are in working condition while operating the Reach Stacker in the yard. 7. Maintain sufficient aisle space for the safe handling of containers.	Reach Stacker (RS) Operators	HOD – Yard Operations	As and when	Manual
4.3 ITV Operations ITV Operators carry out the following activities: 1. Position all drivers in the yard according to the deployment plan shared by the SIC.	ITV Operators	HOD – Yard Operations	As and when	Manual

<p>2. Ensure safe driving in the yard by maintaining the speed limit as per safety guidelines.</p> <p>3. Avoid driving beneath suspended loads in the yard and follow all safety rules while driving.</p>				
<p>4.4 Warehouse Operations</p> <p>Executive - Warehouse coordinates with Gate Surveyors to accept vehicles carrying loose cargo. These vehicles will be positioned in front of the warehouse near the dock leveler for stuffing or destuffing activities.</p>	Executive - Warehouse	HOD – Yard Operations	As and when	Manual
<p>4.5 Yard Operations</p> <p>Executive - Yard oversees and manages all yard activities, following the instructions provided by the Shift In-Charge (SIC). They ensure that offloading is carried out according to the yard plan.</p> <p>SIC - Yard is also responsible for arranging regular physical inventories of containers to prevent discrepancies later. Additionally, Yard executives assist with internal shifting tasks, such as moving containers for repair, survey, or shifting empty containers to the warehouse for the stuffing of export cargo.</p>	Executive - Yard	HOD – Yard Operations	As and when	Manual

5. Warehouse operations

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p>5.1 Import Container Examination</p> <p>CHA shares the container details with Executive - Warehouse after receiving the EJO as grounding intimation. The Executive - Warehouse then prepares a list of containers to be grounded based on the received intimation.</p> <p>Surveyors are responsible for grounding the containers in the nominated examination area. Seal cutting is performed in the presence of CHA representatives, and the cargo is destuffed for examination according to customs requirements, using labor and equipment. The Surveyor ensures the percentage of cargo destuffed for examination is checked, manages to restuff the cargo safely and securely, and ensures the container gates are closed with the safety seal intact after the examination.</p>	Executive - Warehouse / Surveyor	HOD - Warehouse	As and when	Manual
<p>5.2 Import Cargo direct destuffed Delivery</p> <p>Direct Destuffing Job Order is handed over by the vehicle driver to Security at the IN gate. Security verifies the Job Order details and, before allowing entry into the terminal, informs Executive - Warehouse to arrange for the vehicle's entry for loose cargo loading.</p> <p>Vehicle driver reports to the Warehouse office with the Job Order and the vehicle for cargo loading. The Executive - Warehouse checks the cargo details and arranges for the required container to be placed in the loading area. The necessary labor and equipment are allocated as per the requirements.</p> <p>Surveyor ensures that the cargo is fully loaded as per the documentation in a safe and secure manner, and the gate of the empty container is properly closed after loading. In the case of partial loading, the safety seal must remain intact after the container is closed.</p>	Executive - Warehouse / Surveyor	HOD - Warehouse	As and when	Manual

<p>5.3 Import Cargo Destuffing under Section-49</p> <p>CHA/Importer approaches Executive - Warehouse with the required documents to obtain the Space Certificate for cargo destuffing under Section 49 in the Import Warehouse. CHA/Importer provides the Destuffing Permission for Import Cargo under Section 49, along with copies of the BOE, SLINE DO, Invoice, Packing List, and Bill of Lading (BL) to Executive - Warehouse.</p> <p>Executive - Warehouse verifies the documents and, in coordination with the CHA, sends a request to the finance team for fund blocking as required, ensuring availability of funds in the PDA before proceeding.</p> <p>Executive - Warehouse then checks the cargo details and arranges for the required container to be placed at the designated location for cargo destuffing in the warehouse. Labor and equipment are allocated as needed.</p> <p>Surveyor oversees the seal cutting of the container and the offloading of cargo in the warehouse, ensuring that the nominated location and grid are properly recorded.</p> <p>Surveyor ensures that the entire cargo is destuffed according to the documents in a safe and secure condition, and ensures the empty container's gate is properly closed after destuffing.</p>	<p>Executive - Warehouse / Surveyor</p>	<p>HOD - Warehouse</p>	<p>As and when</p>	<p>Manual</p>
<p>5.4 Import Destuffed Cargo Delivery from Warehouse (SEC-49)</p> <p>Destuffed Delivery Job Order is handed over by the vehicle driver to Security at the IN gate. Security verifies the Job Order details and, before allowing entry into the terminal, informs the warehouse staff to arrange for the vehicle's entry for loose cargo loading.</p> <p>Vehicle driver then reports to the Warehouse office with the Job Order and the vehicle for cargo loading.</p> <p>Executive - Warehouse reviews the cargo details and arranges for the vehicle to be placed in the loading area as required. Labor and equipment are allocated as necessary.</p> <p>Surveyor ensures the complete cargo is loaded as per the documentation, in a safe and secure condition. In the case of partial loading, records must be maintained for the balance cargo, specifying the nominated area.</p>	<p>Executive - Warehouse / Surveyor</p>	<p>HOD - Warehouse</p>	<p>As and when</p>	<p>Manual</p>

<p>5.5 Import Balance cargo delivery (Left our cargo after examination)</p> <p>Vehicle driver hands over the Manual Gate Pass for Balance Cargo Delivery to Security at the IN gate. Security verifies the Job Order details and, before allowing entry into the terminal, notifies the warehouse staff to prepare for the vehicle's entry for loose loading of the balance cargo.</p> <p>Vehicle driver reports to the Warehouse office with the Job Order and the vehicle for cargo loading.</p> <p>Executive - Warehouse checks the cargo details, identifies the remaining cargo, and arranges for the vehicle to be placed in the loading area. Labor and equipment are allocated as necessary.</p> <p>Surveyor ensures the cargo is loaded according to the documentation, in a safe and secure condition. In the case of partial loading, records are maintained for the balance cargo, specifying the nominated area.</p> <p>After cargo loading, the driver proceeds for cargo weighment, collects the weighment slip, and returns to the warehouse for invoicing and the gate pass for cargo out.</p> <p>Executive - Warehouse shares the details with the service center for the deduction of applicable charges. Once the invoice is received from the service center, the vehicle is allowed to gate out.</p>	Executive - Warehouse / Surveyor	HOD - Warehouse	As and when	Manual
<p>5.6 Export Cargo Arrival for Carting</p> <p>Carting Job Order is handed over by the trailer driver to Security at the IN gate. Security verifies the Job Order details and, before allowing entry into the terminal, notifies the warehouse in-charge to arrange for the vehicle's entry for carting.</p> <p>Vehicle driver reports to the warehouse with the CRN copy and the vehicle, prior to the vehicle being placed on the bay.</p> <p>Surveyor checks the condition and type of the cargo, then places the vehicle for carting as required. The Surveyor will also allocate the necessary labor and equipment for the carting of the cargo.</p>	Surveyor	HOD - Warehouse	As and when	Manual

<p>5.7 Export Dummy Container Examination</p> <p>Carting Job Order is handed over by the CHA/Exporter at the Warehouse Office. Executive - Warehouse verifies the Job Order details and arranges for the container to be placed in the export examination area.</p> <p>Surveyor manages the seal cutting of the dummy container in the presence of the CHA representative. The cargo is then offloaded for customs examination as required by the customs officers.</p> <p>Surveyor checks the condition, type of cargo, and the percentage of cargo destuffed for customs examination. After the customs examination, the Surveyor ensures that the cargo is restuffed in a safe and secure condition.</p>	Executive - Warehouse / Surveyor	HOD - Warehouse	As and when	Manual
<p>5.8 Export Factory Stuffed Container Examination</p> <p>Export Examination Job Order is handed over by the CHA/Exporter at the Warehouse Office. Executive - Warehouse verifies the Job Order details and arranges for the container to be placed in the export examination area.</p> <p>Surveyor manages the seal cutting of the factory-stuffed container in the presence of the CHA representative. The cargo is then offloaded for customs examination as required by the customs officers.</p> <p>Surveyor checks the condition, type of cargo, and the percentage of cargo destuffed for customs examination. After the customs examination, the Surveyor ensures that the cargo is restuffed in a safe and secure condition.</p>	Executive - Warehouse / Surveyor	HOD - Warehouse	As and when	Manual
<p>5.9 Export Container Stuffing</p> <p>Custom Permission is handed over by the CHA/Exporter at the Warehouse Office. Executive - Warehouse verifies the permission order details and cross-checks them with the cargo in the warehouse.</p> <p>Executive - Warehouse then sends a request to the operations team for shifting the allotted empty containers, along with a copy of the forwarding note, and ensures the containers are shifted to the warehouse area after being repaired and washed (if required).</p>	Executive - Warehouse / Surveyor	HOD - Warehouse	As and when	Manual

Surveyors ensure the stuffing of the cargo after customs examination, ensuring it is done in a safe and secure condition.				
5.10 Export Cargo Back to town "Back to Town" Job Order is handed over by the trailer driver to Security at the IN gate. Security verifies the Job Order details and, before allowing entry into the terminal, informs the warehouse in-charge to arrange for the vehicle's entry for back-to-town cargo handling. The vehicle driver reports to the warehouse office with the "Back to Town" Job Order and the vehicle before the vehicle is placed on the bay. The Executive - Warehouse checks the gate pass, verifies the carted cargo in the warehouse, and places the vehicle in the designated area for cargo loading as required. The Surveyor then allocates the necessary labor and equipment for the loading of the cargo.	Executive - Warehouse / Surveyor	HOD - Warehouse	As and when	Manual

6. Gate Out

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p>6.1 Verification of Documents</p> <p>The transporter/driver approaches the Out Gate Surveyor by presenting the authorized Job Orders (JO). All JOs must be issued and authorized by the service center.</p> <p>Upon arrival, Out Gate Surveyor conducts a physical inspection of the containers before gate out. The surveyor verifies that all relevant details visible on the container align with those listed on the JO. The following details must be recorded on the JO:</p> <ul style="list-style-type: none"> - Arrival time - Trailer numbers - Transport company name - Seal number <p>The Gate out Surveyor must verify the following details:</p> <ul style="list-style-type: none"> • Container number • Size of the container • Type of container • Validity of the Job Order (date and time) 	Out Gate Surveyor	HOD – Yard Operations	As and when	Manual
<p>6.2 Container Survey</p> <p>If the container is damaged, the Gate Surveyor should follow these steps:</p> <ol style="list-style-type: none"> 1. Create an Equipment Inspection Report (EIR) and take photographs. 2. Submit the EIR and photos to the SIC, Yard Operations, and Customer Service (CS) teams. 3. Permit movement (entry) only after receiving written approval from the CS Team or SIC. 	Out Gate Surveyor	HOD – Yard Operations	As and when	Manual
<p>6.3 Updation in TOS</p> <p>The Out Gate Surveyor performs the following activities:</p> <ol style="list-style-type: none"> 1. Arrange for the physical survey of containers loaded on the trailers. 2. Update the details of the Job Order (JO) in the Terminal Operating System (TOS). 	Out Gate Surveyor	HOD – Yard Operations	As and when	Manual

<p>3. Enter the TOS gate-out date and time and sign the JO.</p> <p>4. Handover the signed and stamped JO (as proof of the survey) to Gate Security for further formalities.</p> <p>5. Arrange for the weighment of empty trailers or loaded containers as required.</p> <p>6. Internally verify whether container/cargo-related vehicles should be allowed entry (in case of any issues).</p>				
<p>6.4 Verification by Security</p> <p>Out Gate Security carries out the following activities:</p> <p>1. Record the vehicle dispatch time, vehicle number, and transport company name in the Out Gate register.</p> <p>2. Cross-check and record all seals affixed to loaded containers.</p> <p>3. Acknowledge the Job Order (JO), ensuring all relevant details are recorded in the Out Gate register.</p> <p>4. Allow the vehicle/container/cargo to exit and update all related registers.</p>	Out Gate Surveyor	HOD – Yard Operations	As and when	Manual

7. Transport Operations - Export

Process Narrative



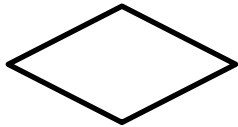

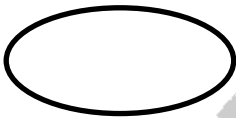



Description	Responsibility	Accountability	Frequency	System / Manual
7.1 Trip Planning Executive/Manager of Transport receives the transport plan from the Customer Service department. Additionally, the Customer Service department or CHA provides the Delivery Order (DO), State permit form, and other necessary documents. These documents are then used to plan the trip	Executive / Manager – Transport	HOD - Transport	As and when	Manual
7.2 Sharing of Details Co- Ordinator shares Destination & Required documents (GR, Diesel Memo, Advance slip issued by TMS to Drivers. Coordinator shares the destination and requires documents, such as the Goods Receipt (GR), Diesel Memo, and Advance Slip issued by the Transport Management System (TMS), with the drivers.	Co-Ordinator	HOD - Transport	As and when	Manual
7.3 Loading of Empty Container The vehicle reports to the empty gate. The Executive of Operations loads the empty containers and then moves the vehicle to the Customer factory for stuffing.	Executive - Operations	HOD - Transport	As and when	Manual
7.4 Off Loading Letter / JO After stuffing at factory, vehicle reports to Chokhi Dhani parking. Co-Ordinator shares Offloading letter / JO to the driver.	Co-Ordinator	HOD - Transport	As and when	Manual
7.5 Unloading of Container The vehicle reports to the DICT in the gate parking area. It then enters the yard via the in-gate and offloads the container at the allotted location. After completing this task, the vehicle returns to Chokhi Dhani parking for a new job.	Driver	HOD - Transport	As and when	Manual

8. Transport Operations - Import

Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
7.1 Trip Planning Executive/Manager of Transport receives the transport plan from the Customer Service department. Additionally, the Customer Service department or CHA provides the Delivery Order (DO), State permit form, and other necessary documents. These documents are then used to plan the trip	Executive / Manager – Transport	HOD - Transport	As and when	Manual
7.2 Sharing of Details Co- Ordinator shares Destination & Required documents (GR, Diesel Memo, Advance slip issued by TMS to Drivers. Coordinator shares the destination and requires documents, such as the Goods Receipt (GR), Diesel Memo, and Advance Slip issued by the Transport Management System (TMS), with the drivers.	Co-Ordinator	HOD - Transport	As and when	Manual
7.3 Loading of Loaded Container The vehicle reports to the In gate. Executive - Operations loads the loaded containers and then moves the vehicle to the Customer factory for De-stuffing.	Executive - Operations	HOD – Transport	As and when	Manual
7.4 Off Loading of Empty Container After de-stuffing, the vehicle proceeds to the empty gate for offloading the empty container. Executive - Operations then offloads the empty container into the designated empty yard. Post unloading vehicle ways back to Chokhi Dhani parking for new job.	Co-Ordinator	HOD - Transport	As and 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