

# **Mumbai Container Freight Station (MCFS)**

## **Standard Operating Policy and Procedures**

CFS Operations

## Introduction

A **standard operating policy & procedure (SOPP)** is a set of step-by-step activities compiled by an organization to help workers carry out **complex** as well as **standard routine operations**. SOPPs help to achieve **efficiency, quality output and uniformity of performance** while contributing to efforts that lead to **process excellence**.

This SOPP aims to achieve the following objectives:

1. Act as a **guide and reference document** to stakeholders at all levels of the organization
2. Clearly **communicate** activities and help to achieve **consistency** in operational procedures
3. **Create accountability** by assigning responsibilities at each stage of the lifecycle
4. **Aid governance** by documenting **auditable processes** and detailing **control elements** at each stage of the lifecycle

## What is the Lifecycle and Process Tree?

Each SOPP follows the process tree hierarchy and covers a specific entire process.

- A **process** represents logical grouping of sub processes and provides detail at functional level
- A **sub process** represents grouping of similar activities
- An **activity lists** down specific tasks that have/are measurable, time bound, associated risks, mitigating controls and defined owners

The entire business lifecycle consists of several processes. An SOPP is tasked with the coverage of all sub process and activities applicable to a particular process.

## Who are the Stakeholders for this SOPP?

This stakeholders for this SOPP shall primarily be activity owners and business units.

1. Activity owners (operating units) – Activity owners shall use this SOPP as a reference document while performing their **activities daily**.
2. Business units – Business units shall use the SOPP as a repository of all activities across the lifecycle. This will aid in identifying **process improvement opportunities**.

## Who will use this SOPP?

This SOPP shall be used by stakeholders across the entire organization. Most notable shall be the following:

1. Risk and Governance units – Risk and Governance units shall reference the SOPP to **review existing controls** and test their
2. Auditors – Auditors shall use this SOPP to check **adherence to defined processes** and standards. The SOPP shall help them identify any deviations to defined processes

## How do you read the SOPP?

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

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

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

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

### **Organization structure**

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

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

### **Rules for this SOP**

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

## Document review and approval

### Revision history

Version	Created By	Document Approved By	Date Approved	Revision
V1	XX	Terminal Head	XX	XX
SOPP Number		1		
Applicable Entities		Entity Type	Entity Name	
		Container Freight Station (CFS)	➤ Mumbai Container Freight Station	
Process Owner		Terminal/Branch Head		
IT Applications				
		Entity Name		System
		Mumbai Container Freight Station		CFSMag (TOS) , SAP Hana
Guidelines / Policy reference				
SOPP Cross References				

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## Abbreviations and Definitions

Abbreviations	Details
BD	Business Development
BOE	Bill of entry
CEO	Chief Executive Officer
CHA	Customs House Agent
CLP	Container Load Plan
COO	Chief Operating Officer
CFS	Container Freight Station
DC	Delivery Challan
DGM/ AGM	Deputy/ Assistant General Manager
DOA	Delegation of Authority
EC	Executive Committee
EIR	Equipment Inspection Report
ETA	Estimated Time of Arrival
EWE/EWS	Export Warehouse Executive/Surveyor
F&A	Finance and Accounts
FDS	Final Draft Survey
GM	General Manager
GR /IR	Goods Receipt / Invoice Receipt
HO	Head Office
HOD	Head of Department
IGM	Import General Manifest
JO	Job Order
KPI	Key Performance Indicators
OOC	Out of Charge
SB	Shipping Bill
S/B No	Shipping Bill Number
SIC	Shift in charge
SSR	Special Service Request
TH	Terminal Head
TOS	Terminal operating system
TXR	Terminal Exchange Yard
VGM	Verified Gross Measurement
VP	Vice President

### Definitions:

1. **Company/ Entity:** Any references/ mention of “entity” or “company” in the SOP refers to “J M Baxi Group.”
2. **Import General Manifest (IGM):** An Import General Manifest (IGM) is a legal document that lists the details of a shipment of goods entering a country. It is a mandatory document that is submitted to customs before the goods arrive. The carrier or their authorized agent prepares the IGM.
3. **Bill of Entry (BOE):** Bill of Entry (BoE) is a legal document filed by importers or customs agents to facilitate the customs clearance process for imported goods. This document is essential for ensuring that all applicable taxes and duties are paid, and the goods comply with the importing country's regulations.
4. **Customs Housing Agents (CHA):** A customs house agent (CHA) is a licensed professional who helps importers and exporters with customs clearance. They function as a liaison between traders and customs authorities.
5. **Out of Charge:** A customs status that indicates that goods have been cleared for import or export.
6. **Vessel Draft Survey:** Vessel's final draft survey measures the displacement of water before and after cargo is loaded or unloaded. The difference in displacement represents the weight of the cargo.
7. **Stowage Plan:** Stowage plan is a map that shows where to place cargo on a ship.
8. **Laycan:** Laycan is the agreed-upon time when a ship is expected to arrive at a port to load or unload cargo. It is an abbreviation of "lay days cancelling".



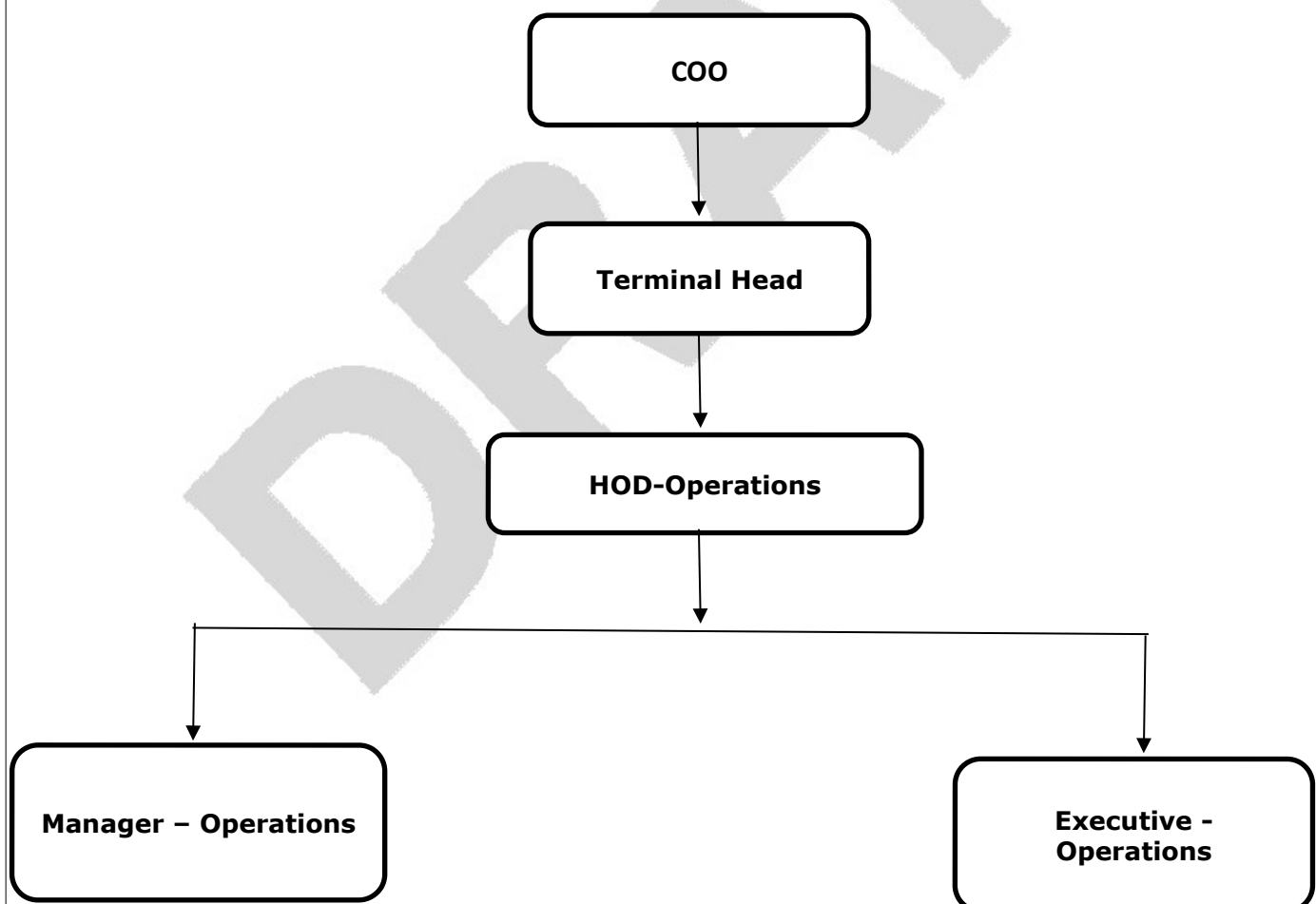
## Executive Summary

The Container Freight Station 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.

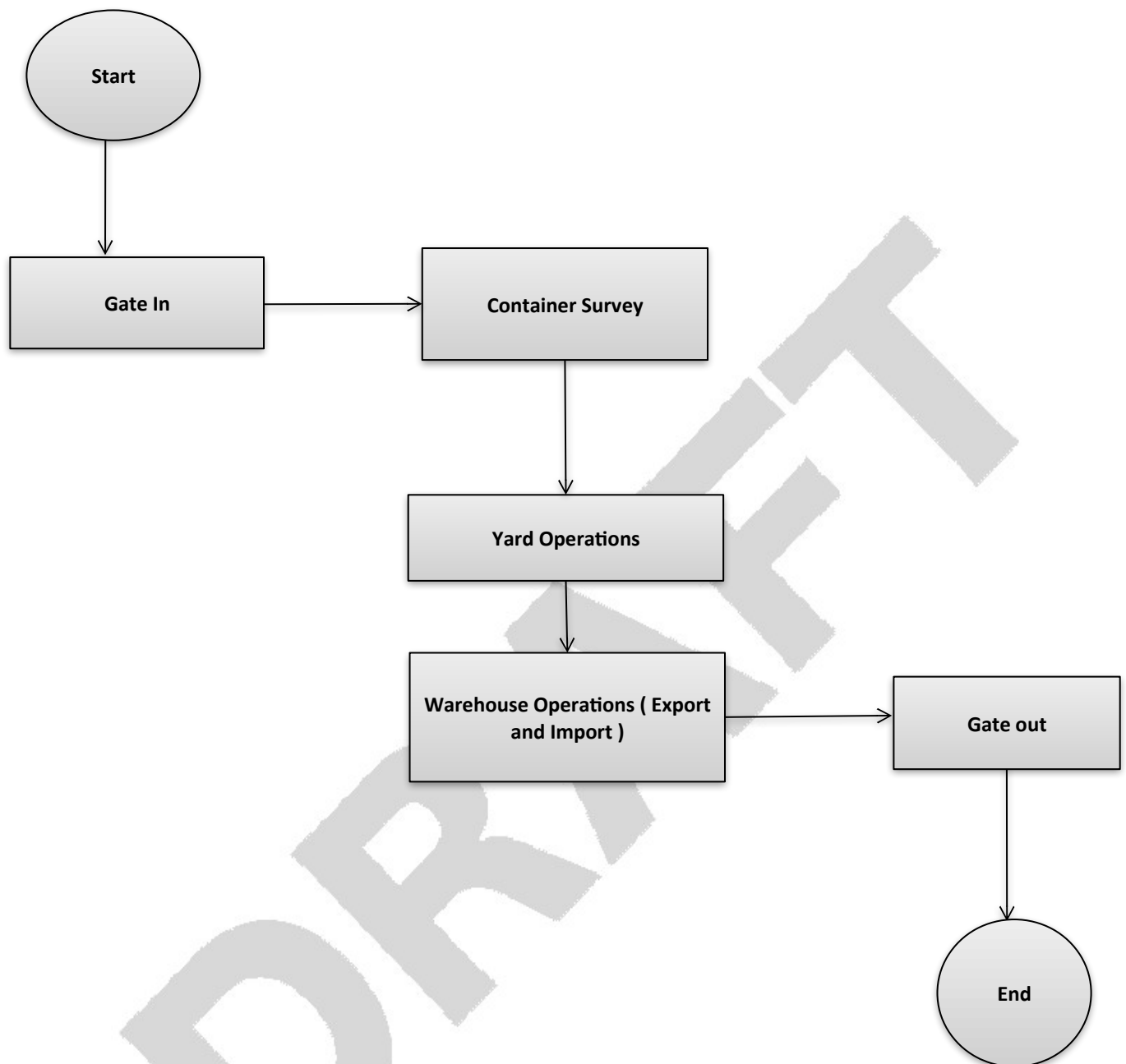
This SOP aims to optimize operational efficiency by defining clear workflows and responsibilities, minimizing operational risks, and enhancing customer satisfaction through streamlined processes. Key components of the SOP include:

1. **Cargo Handling Procedures:** Guidelines for the receipt, storage, and dispatch of cargo, ensuring accurate and timely processing.
2. **Equipment Maintenance and Safety:** Procedures for the upkeep of CFS equipment and safety systems, ensuring operational readiness and risk mitigation.
3. **Logistics and Documentation:** Standardized methods for managing the flow of goods and proper documentation to ensure legal compliance and smooth supply chain management.

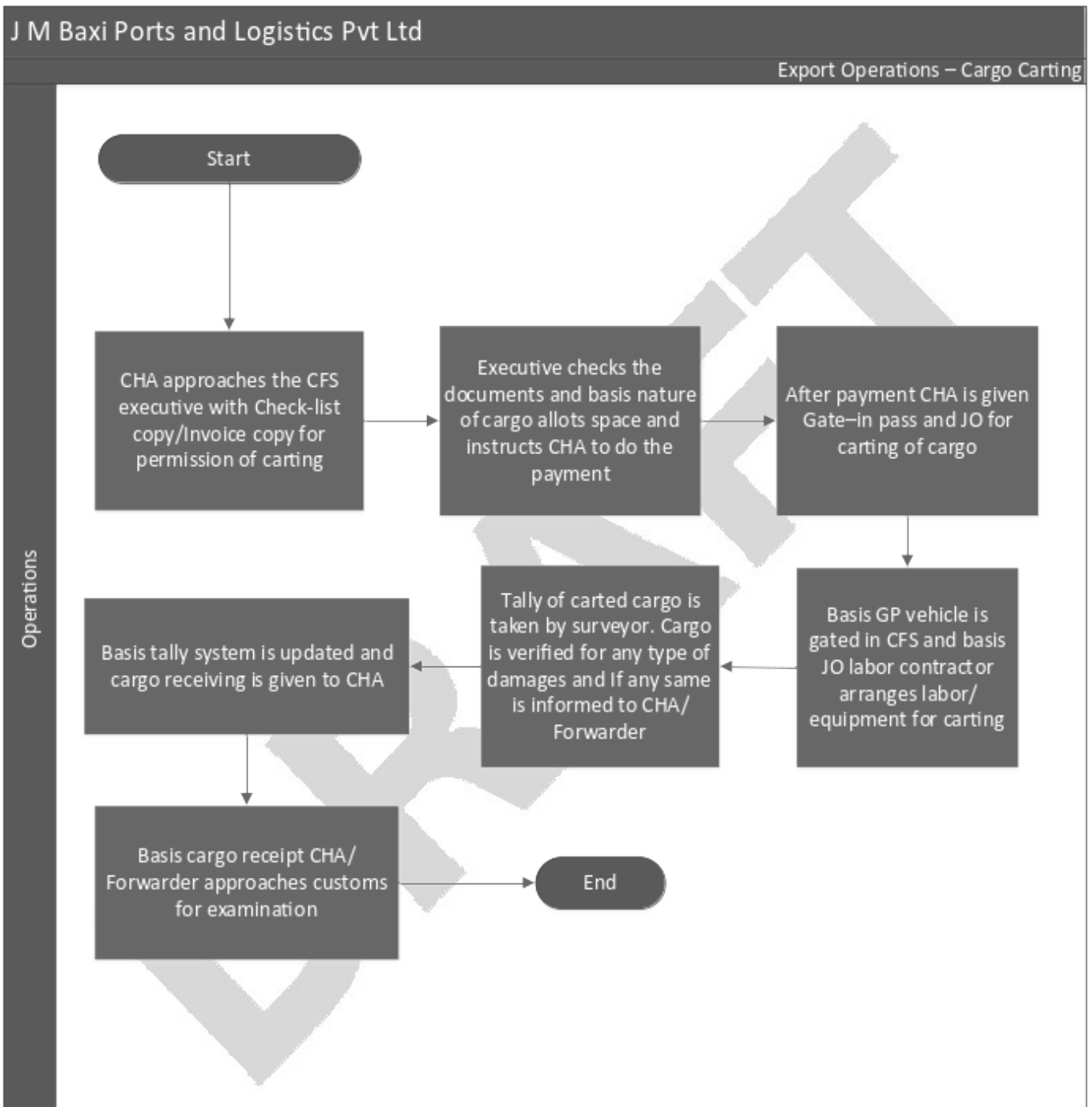
## Organization Structure



## Process Flow - Overview



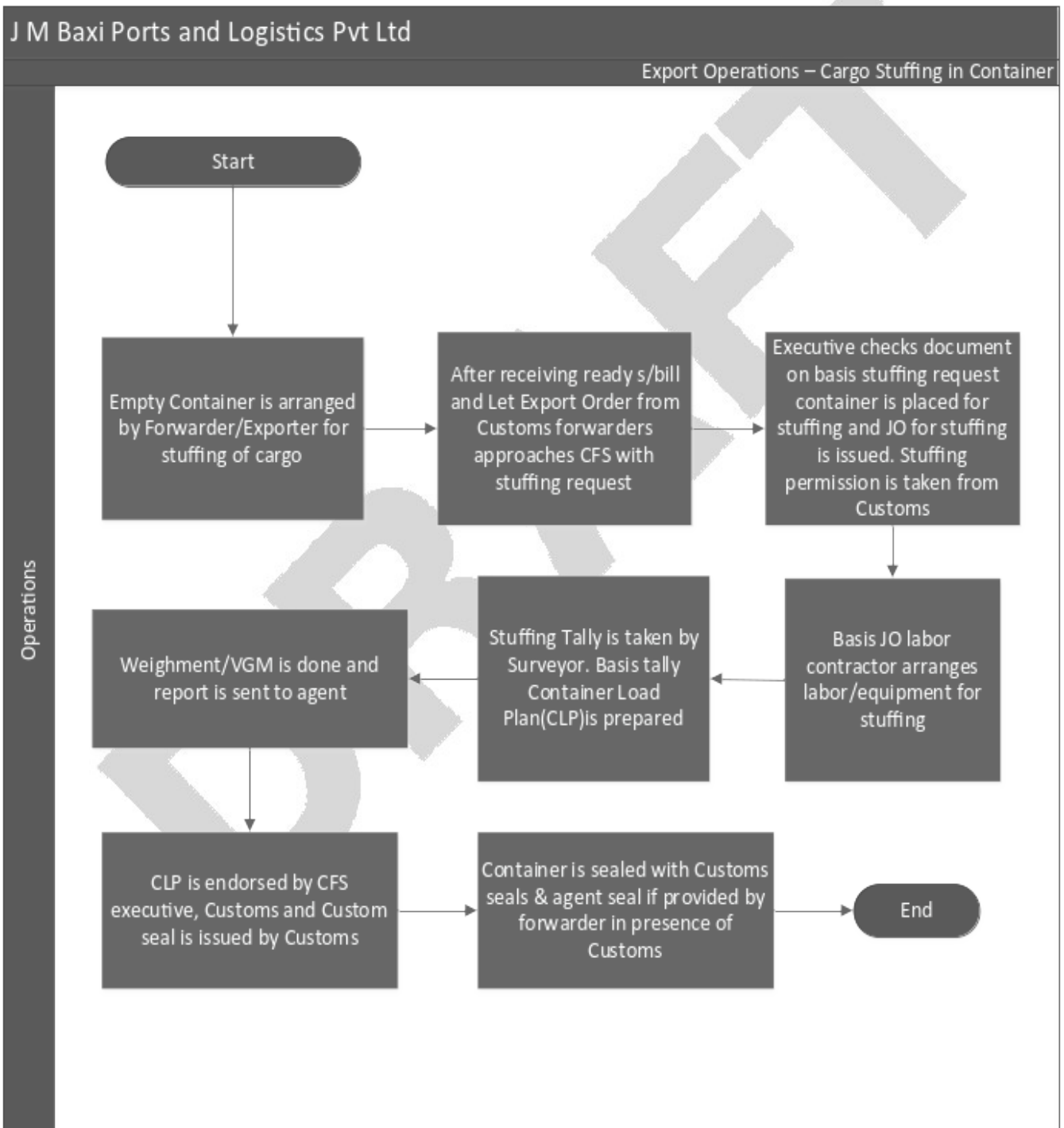
**Process Flow**  
**Export Operations**  
 ➤ **Cargo Carting**



## Process Flow

### Export Operations

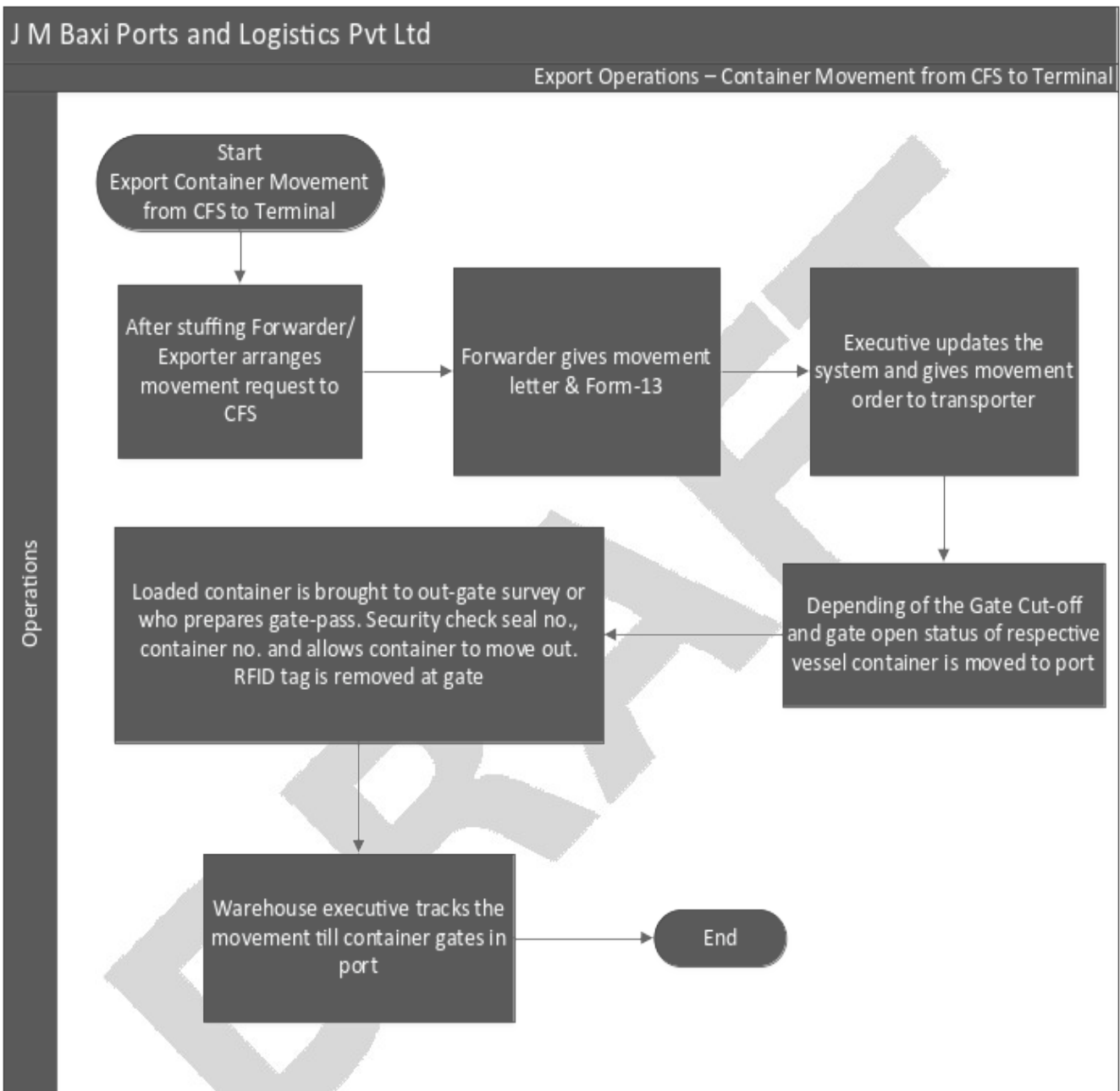
#### ➤ Cargo Stuffing In Container



## Process Flow

### Export Operations

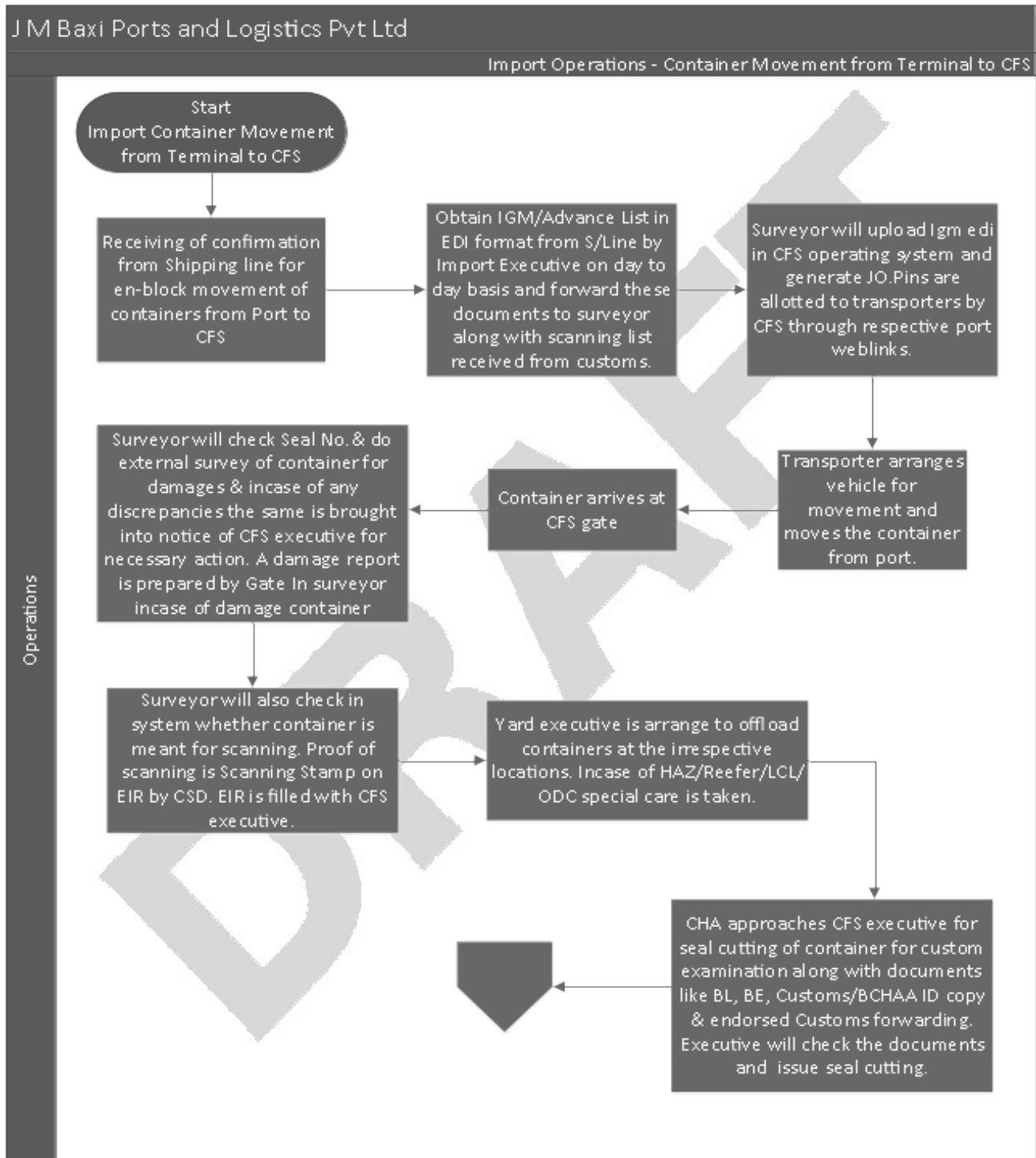
#### ➤ Container Movement from CFS to Terminal



## Process Flow

### Import Operations

#### ➤ Container Movement from Terminal to CFS



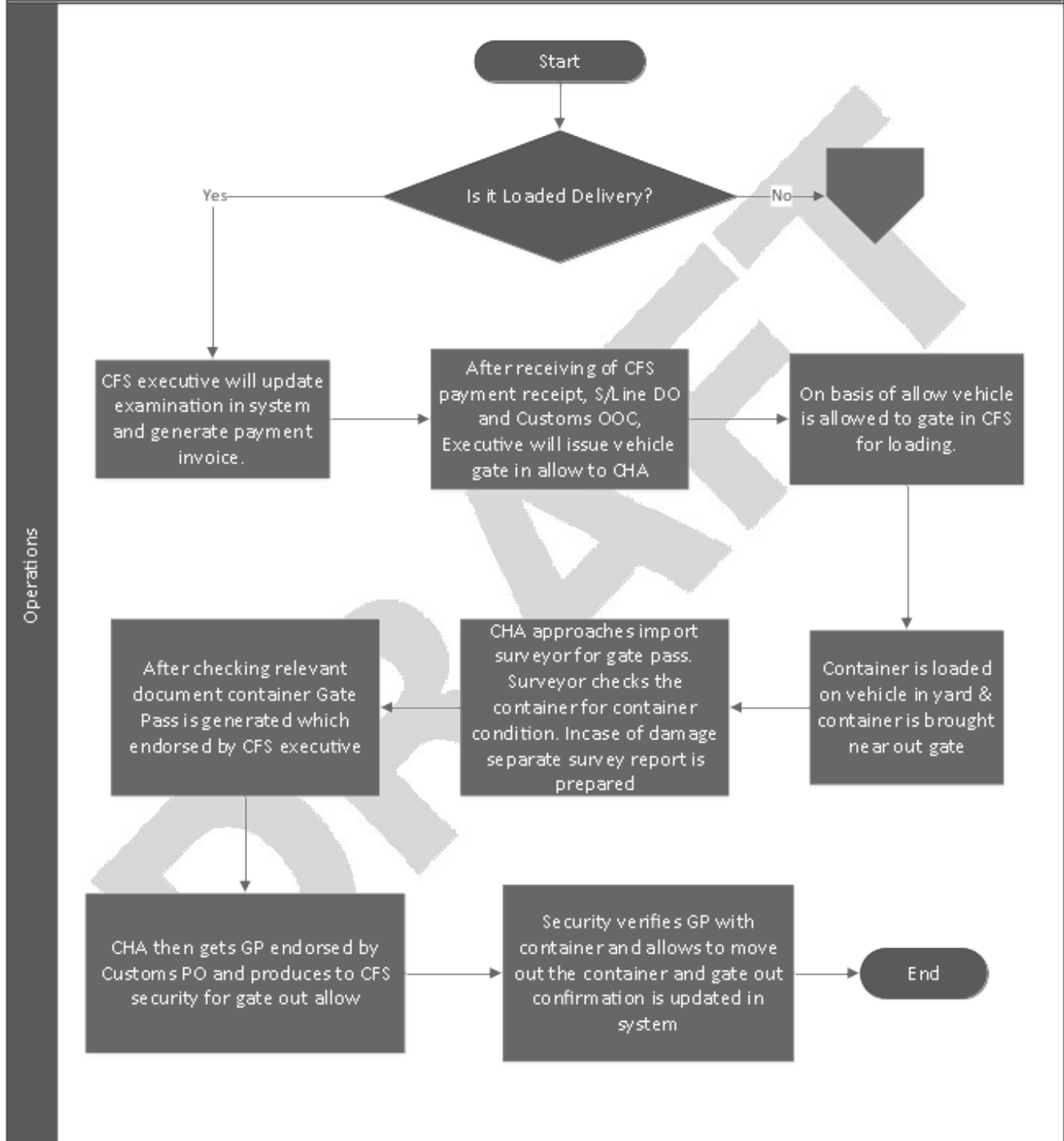
## Process Flow

## Import Operations

### ➤ Loaded Delivery

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Import Operations – Loaded Delivery



## Process Flow

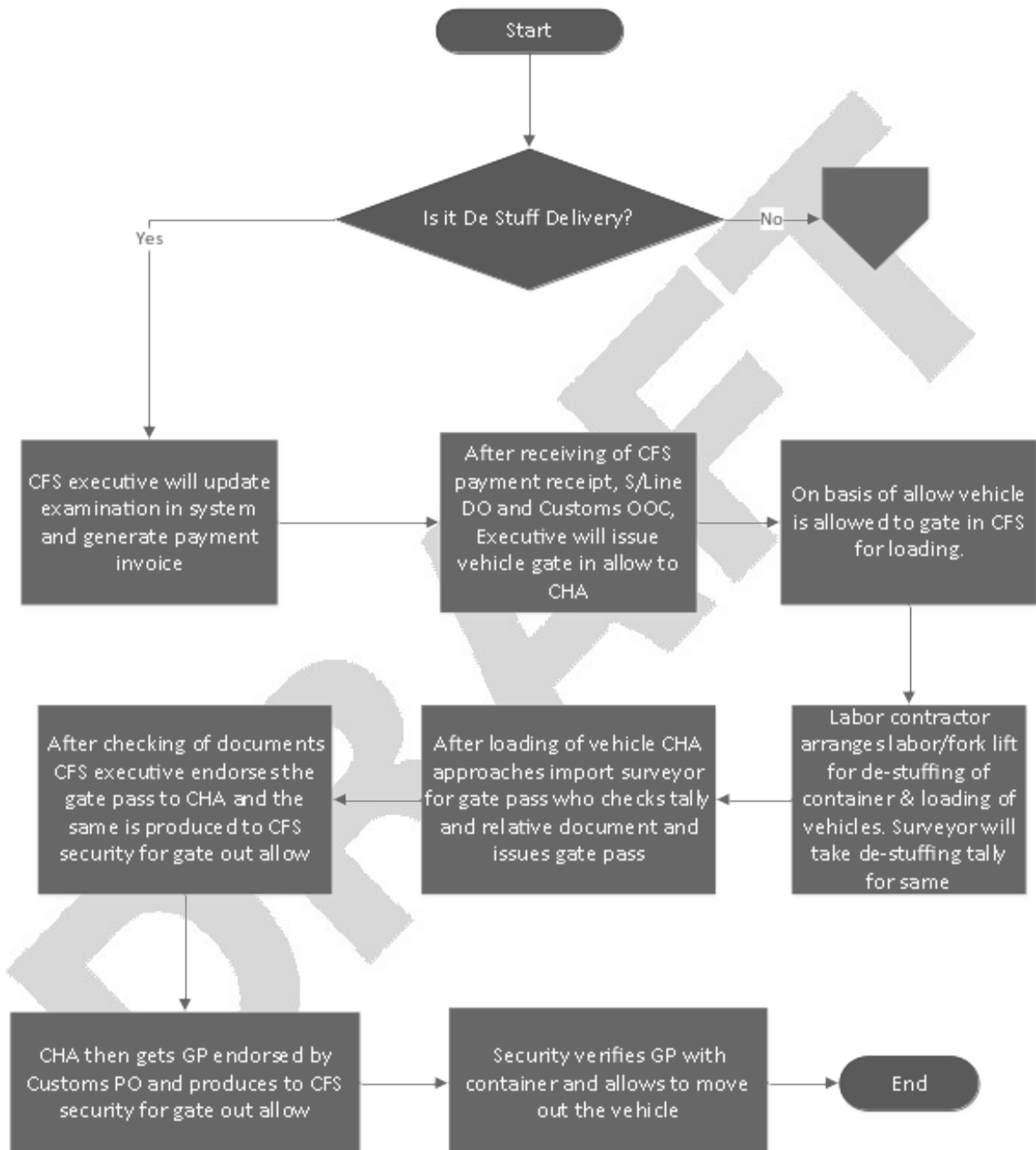
## Import Operations

### ➤ De Stuff Delivery

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Import Operations – De Stuff Delivery

Operations

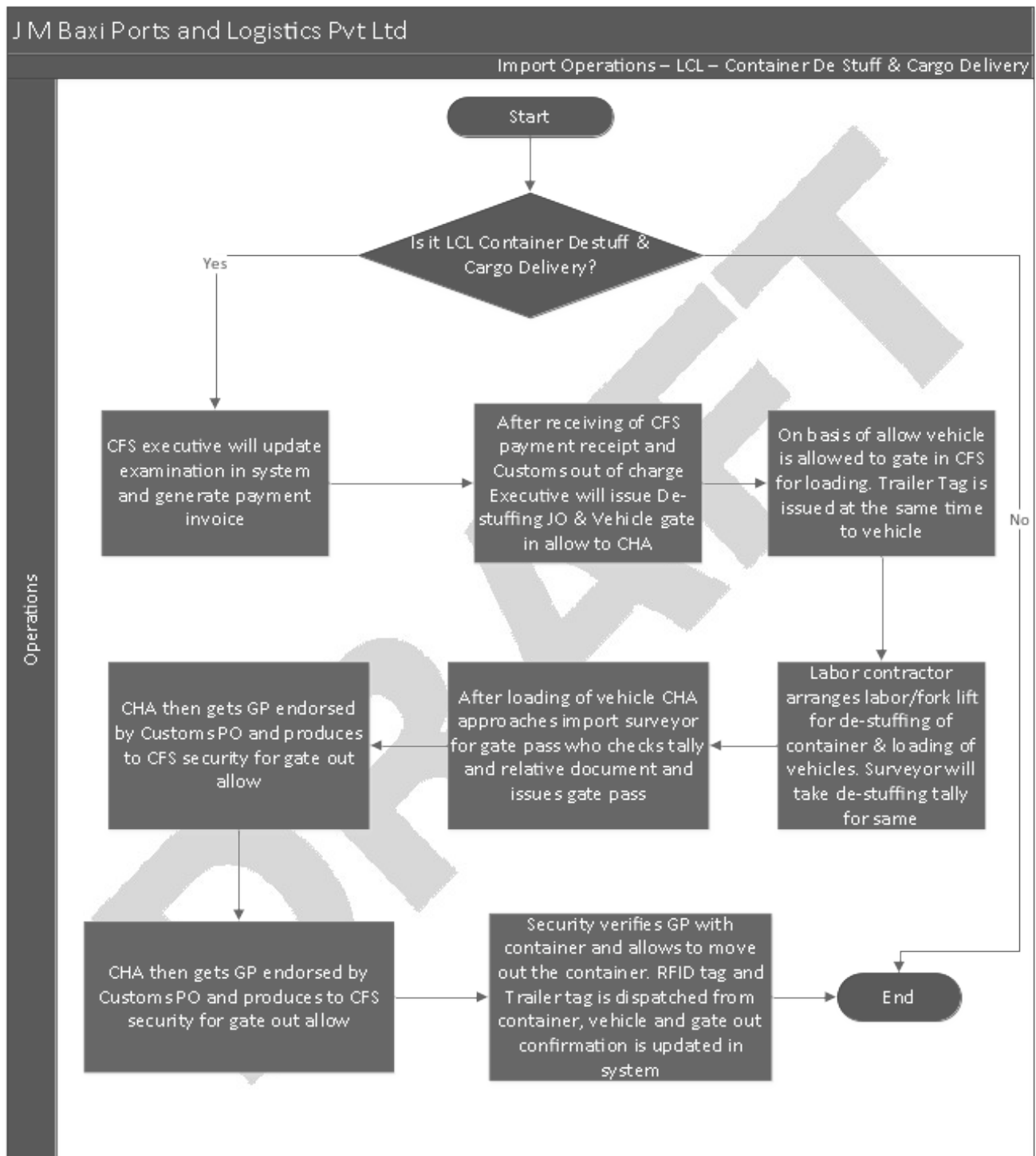




## Process Flow

### Import Operations

#### ➤ LCL Container De-stuff & Cargo Delivery

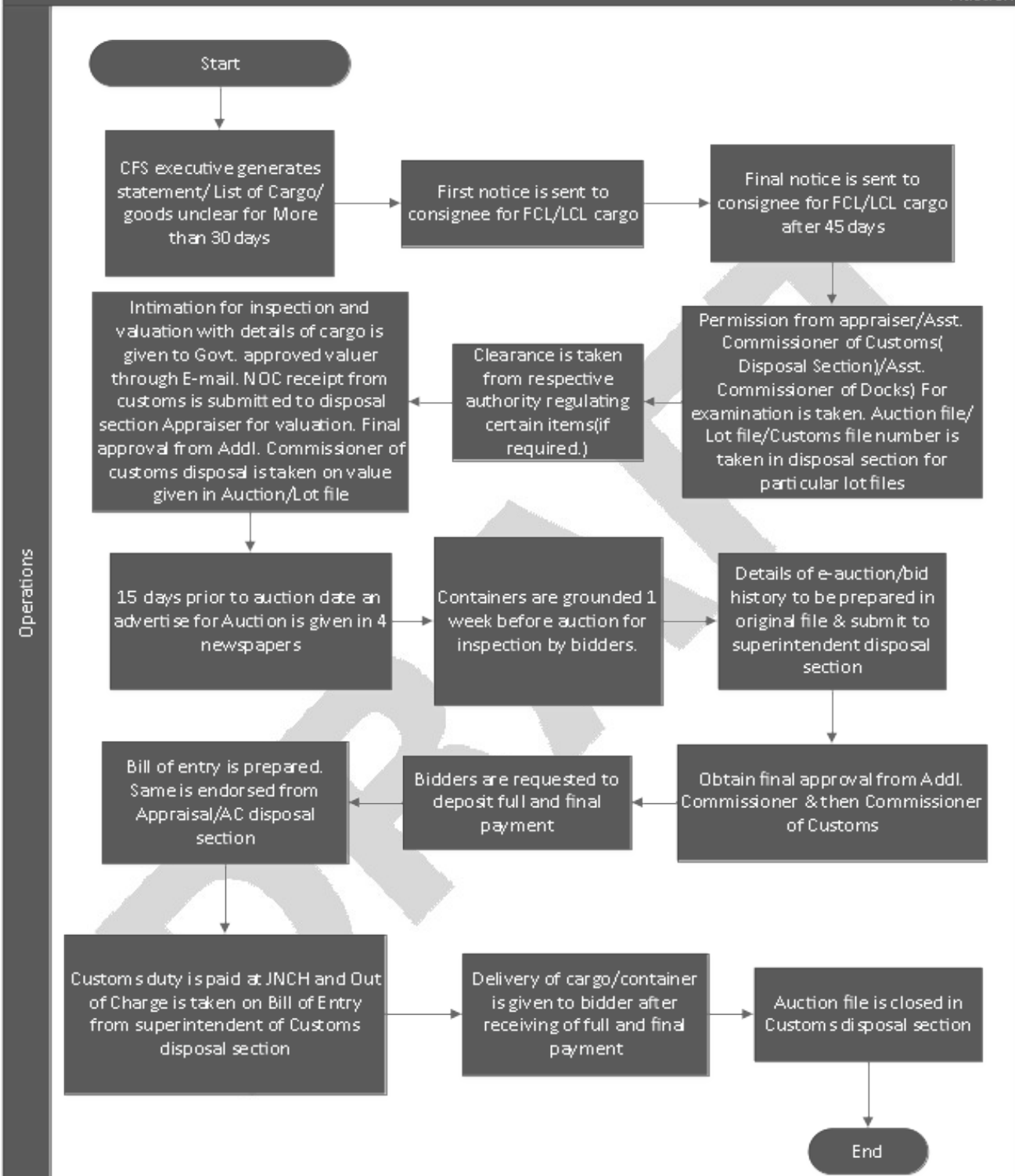


## Process Flow

## ➤ Auction

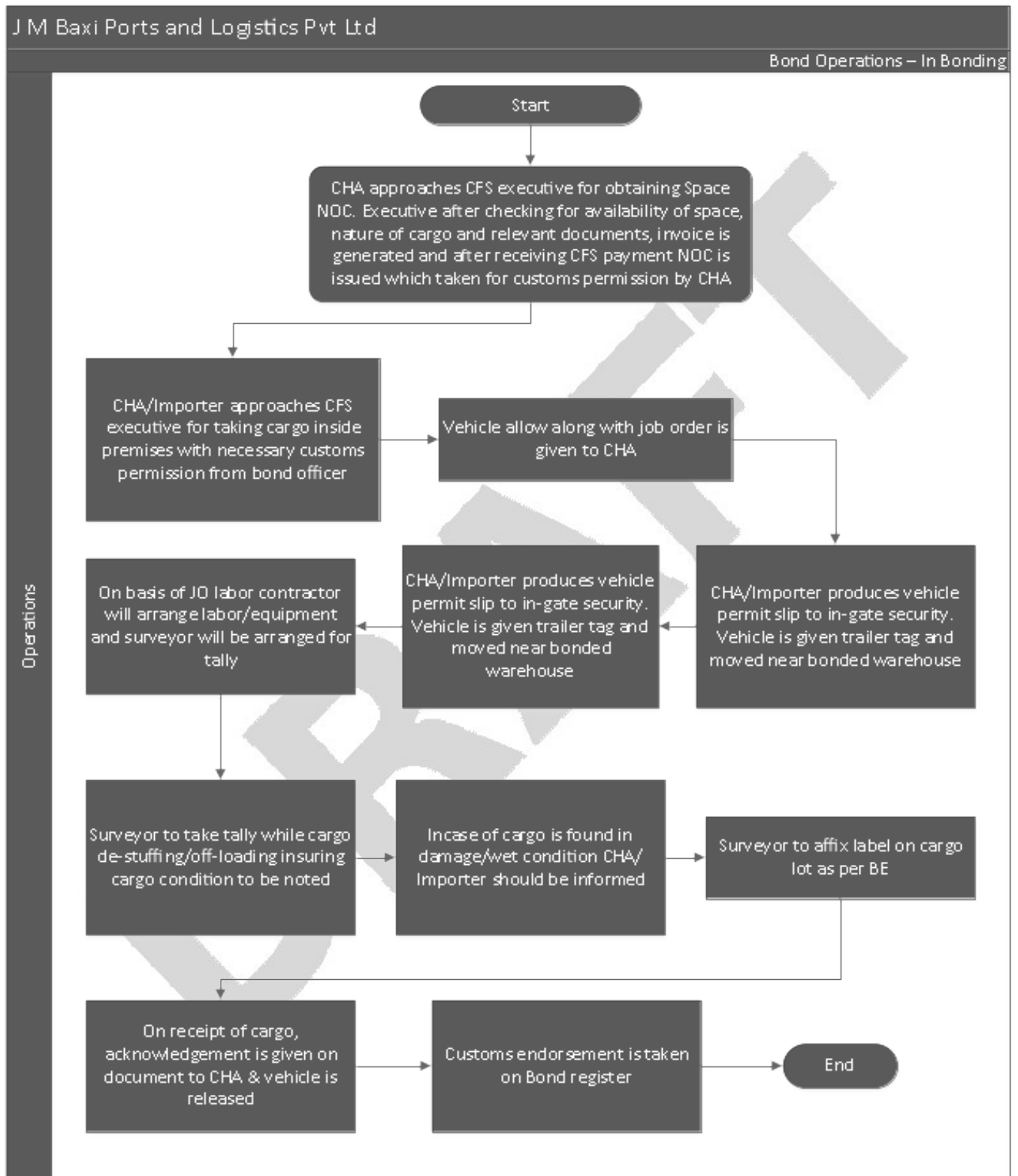
J M Baxi Ports and Logistics Pvt Ltd

Auction



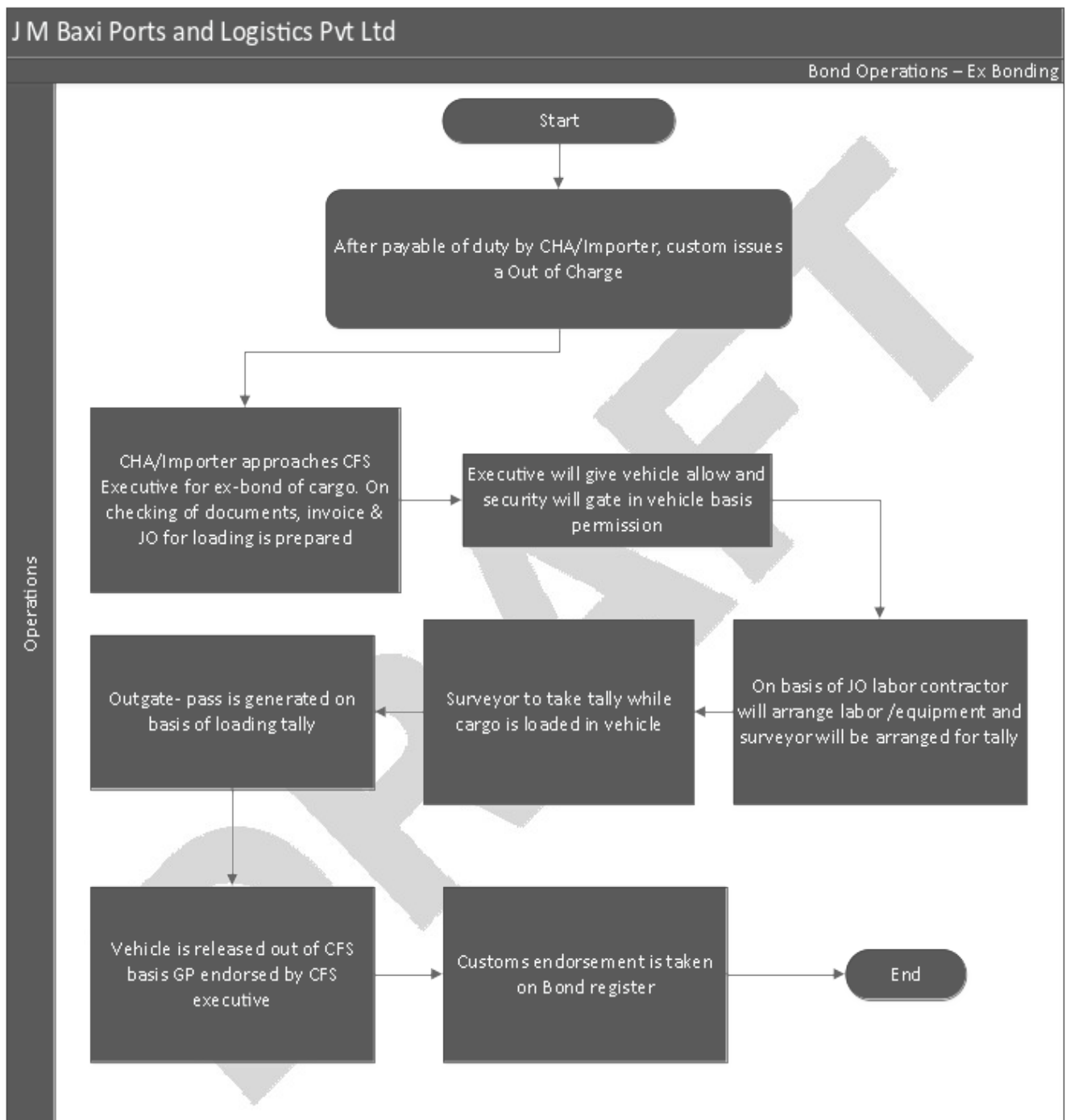
## Process Flow

### ➤ Bonding – In Bonding



## Process Flow

### ➤ Bonding – Ex Bonding



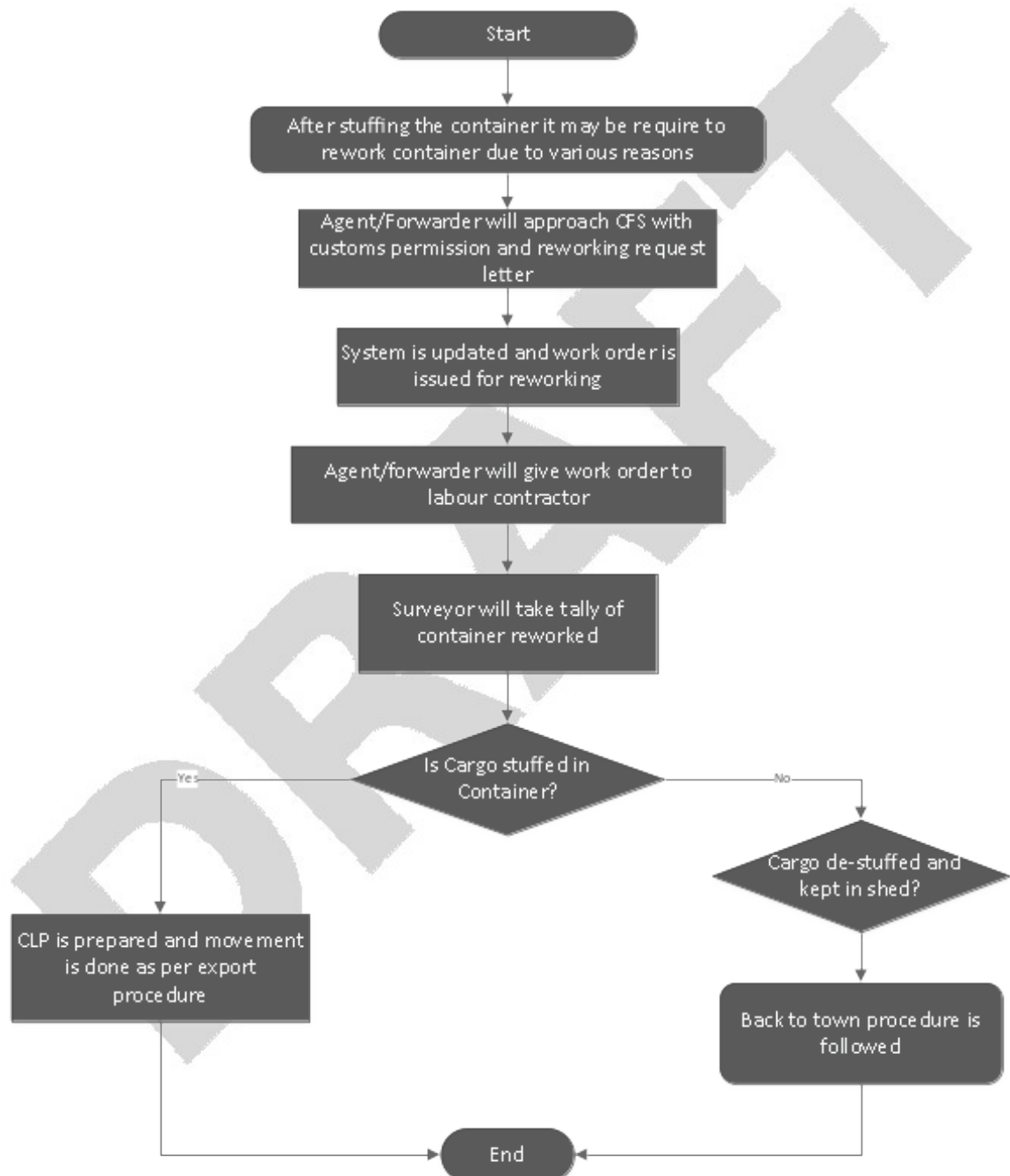
## Process Flow

### ➤ Additional Services – Reworking of Containers

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Additional Services – Reworking of Container

Operations

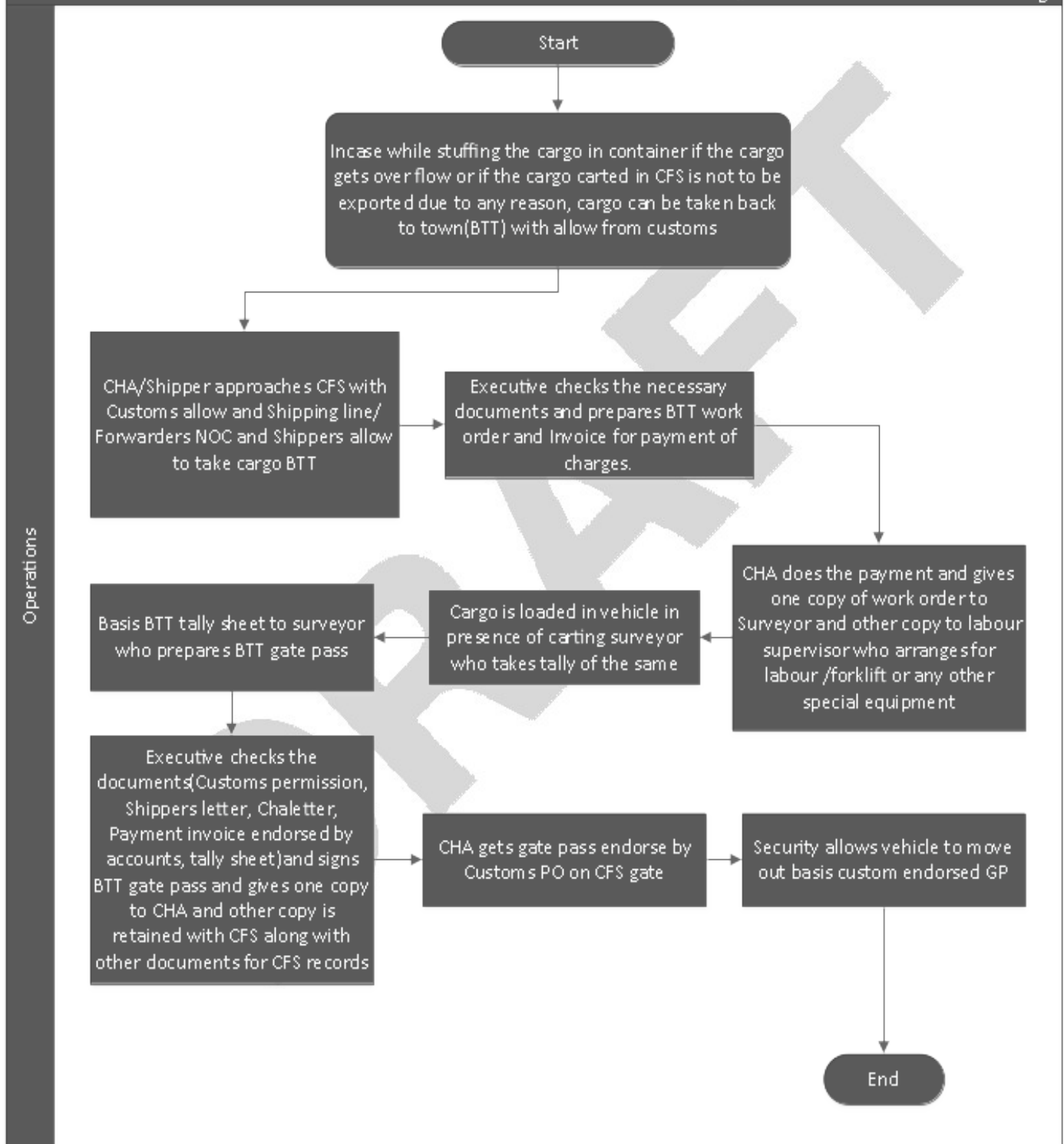


## Process Flow

### ➤ Additional Services – Back to Town

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Additional Services – Back to Town of Cargo



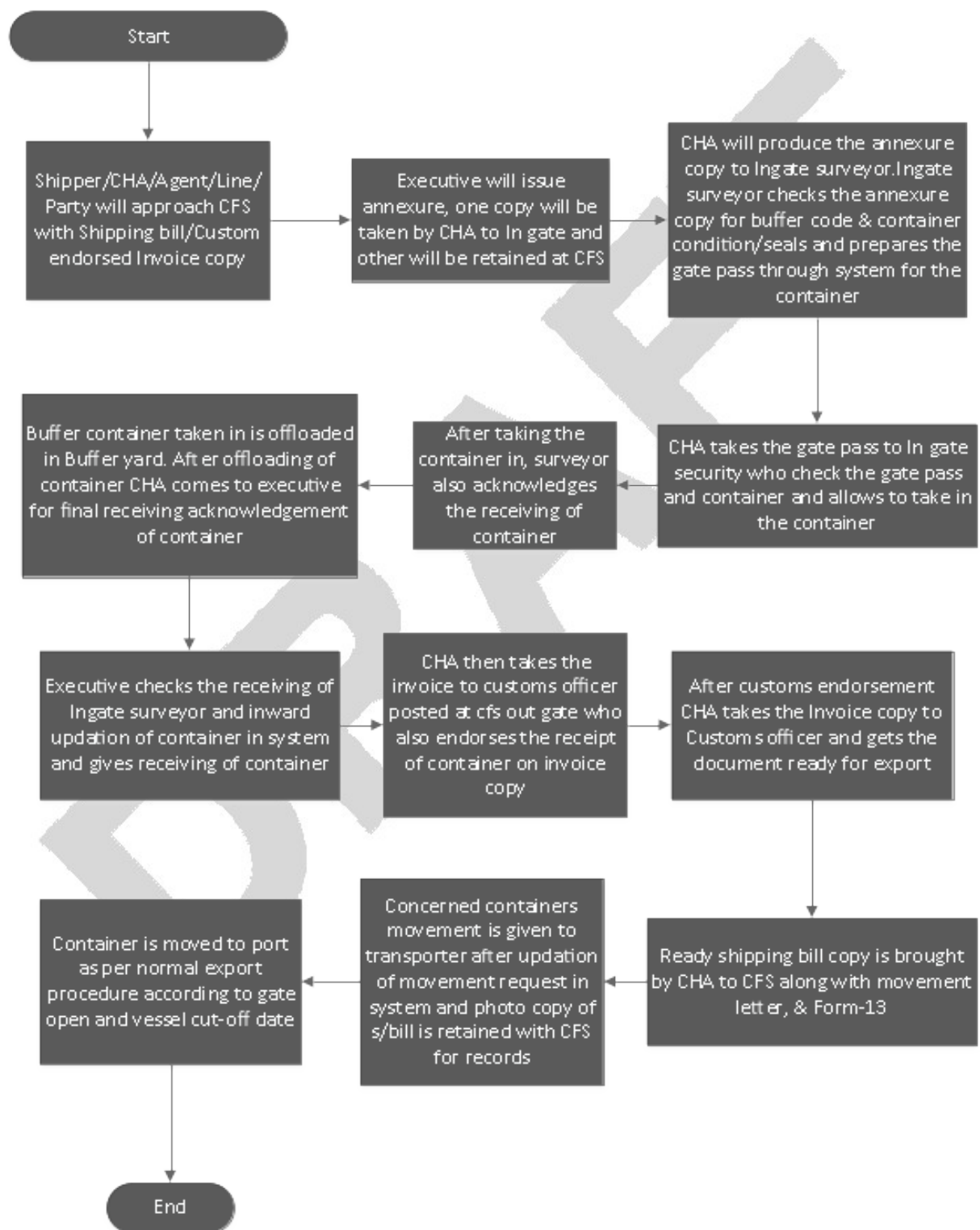
## Process Flow

### ➤ Additional Services – Buffer Operations

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Additional Services– Buffer Operations

Operations



# Key Process Activities

## 1. Gate In Process

### Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p><b>1.1 Verification Of Documents</b></p> <p>The transporter/driver approaches the In Gate Surveyor by presenting the authorized Port EIR in case of Import Inward Container. The vehicle carrying container is taken on weighbridge for weighment. Physical inspection of container seal and damages if any is carried out at the same time.</p> <p>The surveyor verifies that all relevant details visible on the container align with those listed on the Port EIR and CFS TOS. The following details must be recorded on the EIR:</p> <ul style="list-style-type: none"> <li>- Container number</li> <li>- Scan details</li> <li>- Trailer numbers</li> <li>- Seal number</li> </ul> <p>The Gate In Surveyor must verify the following details:</p> <ul style="list-style-type: none"> <li>• Container number</li> <li>• Size of the container</li> <li>• Type of container</li> <li>• Scan details</li> </ul>	In Gate Surveyor	HOD – Operations	As and when	Manual
<p><b>1.2 Container Survey</b></p> <p>If the container is damaged, the Gate Surveyor should follow these steps:</p> <ol style="list-style-type: none"> <li>1. Create an Equipment Inspection Report (EIR) and take photographs.</li> <li>2. Submit the EIR and photos to the SIC, Yard Operations, and Customer Service (CS) teams.</li> <li>3. CFS executive should ensure that the</li> </ol>	In Gate Surveyor	HOD – Operations	As and when	Manual



damage/seal mismatch cases are shared with concerned parties.				
<b>1.3 Communicating to Warehouse Team</b>  In Gate Surveyor generates the Inward Gate pass of the container after completion of survey.  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.	In Gate Surveyor	HOD – Operations	As and when	Manual
<b>1.4 Verification by Security</b>  In Gate Security carries out the following activities:  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. Acknowledge the Job Order (JO), ensuring all relevant details are recorded in the Gate Register. 3. Conduct an alcohol test on the driver and enter the results in the register. 4. If the alcohol test is negative, 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 Surveyor	HOD – Operations	As and when	Manual
<b>1.5 Updation in TOS</b>  In Gate Surveyor performs the following activities:  1. Update the Job Order (JO) details in the Terminal Operating System (TOS). 2. Enter the TOS gate-in date and time. 3. Handover the Gate pass to Gate Security for further processing. 4. Arrange for weighment of container and update the weighment in the TOS. 5. Internally verify whether the container/cargo-	In Gate Surveyor	HOD – Operations	As and when	Manual

related vehicles should be allowed entry.				
<b>1.6 Offloading of Container</b>  Yard Executive ensures containers are offloaded in respective locations as per type of container viz., HAZ, ODC, Tank, Reefer etc.	<b>Executive - Yard</b>	<b>HOD – Operations</b>	<b>As and when</b>	<b>Manual</b>
<b>1.7 Container Gate-out</b>  Out Gate Security performs the following activities:  1. Physically cross-check the container/cargo details with the Gate Pass. 2. Inspect the trailer cabins to ensure there is no pilferage. 3. Seals affixed on containers need to be cross checked and accordingly informed to CFS Executive in case of mismatch.	<b>Out Gate Security</b>	<b>HOD – Operations</b>	<b>As and when</b>	<b>Manual</b>
<b>1.8 Container Survey</b>  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.	<b>Out Gate Security</b>	<b>HOD – Operations</b>	<b>As and when</b>	<b>Manual</b>

## 2. Container Survey

### Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<b>2.1 Survey at Container Entry</b> 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.  The trailer is directed to the respective yard for offloading.	<b>In Gate Surveyor</b>	<b>HOD – Operations</b>	<b>As and when</b>	<b>Manual</b>
<b>2.2 Survey at Container Exit</b>  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.  The nominated RS in the yard loads the specified container mentioned on the JO under the supervision of the yard surveyor.  After the container is loaded, the vehicle can proceed with the gate-out process.	<b>Out Gate Surveyor</b>	<b>HOD – Operations</b>	<b>As and when</b>	<b>Manual</b>

### 3. Yard Operations

#### Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<b>3.1 Offloading of Container</b>  The Executive - Yard carries out the following activities:  1. Guide Reach Stacker (RS) operators to ensure safe handling of containers. 2. Organize separate offloading for both laden and empty containers, following the yard plan. 3. Avoid tower stacking and ensure containers are stacked according to the type of the containers in designated slots.	Executive - Yard	HOD – Operations	As and when	Manual
<b>3.2 Reach Stacker (RS) Operations</b>  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 Executive & 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 – Operations / Engineering	As and when	Manual

<b>3.3 ITV Operations</b>  ITV Operators carry out the following activities:  1. Position all drivers in the yard according to the deployment plan shared by the SIC. 2. Ensure safe driving in the yard by maintaining the speed limit as per safety guidelines. 3. Avoid driving beneath suspended loads in the yard and follow all safety rules while driving.	ITV Operators	HOD – Operations	As and when	Manual
<b>3.4 Warehouse Operations</b>  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.	Executive - Warehouse	HOD – Warehouse Operations	As and when	Manual
<b>3.5 Yard Operations</b>  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.  Shift Manager is also responsible for arranging regular physical inventories of containers to prevent discrepancies later. Yard Surveyor will assist with internal shifting tasks, such as moving containers for survey, or shifting empty containers to the warehouse for the stuffing of export cargo.	Executive - Yard	HOD – Operations	As and when	Manual

## 4. Export Operations - Cargo Carting

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>4. Cargo Carting (Cargo Cart In)</b> <ul style="list-style-type: none"> <li>Custom House Agent (CHA) approaches the Export Warehouse Executive (EWE) with Check-list copy (It should have shipping bill number received from customs.) and Invoice copy for permission of carting.</li> <li>EWE verify the check list copy and confirms nature of cargo and decides whether the cargo will be carted in shed or open yard.</li> <li>CHA is given Truck-slip wherein he fills all details of cargo to be carted truck-wise and takes the allow of EWE on the same. In-gate surveyor issues the Cargo In Gate-Pass / Carting JO to CHA.</li> <li>CHA takes the gate-pass and goes to In Gate Security who checks the gate pass and allows the vehicle to enter CFS.</li> <li>CHA then takes vehicle in and again approaches Export Warehouse Surveyor (EWS) for Carting Job Order and Tally Sheet.</li> <li>If CHA requires any special equipment for carting of cargo he again approaches EWE for special equipment.</li> <li>EWE updates the Special Service Request (SSR) and asks CHA to do the necessary payment at CFS Cash Counter After confirmation of payment EWE issues the Job order for special</li> </ul>	Export Executive - Warehouse	HOD - Operations /Terminal Head	As & When	Manual

<p>equipment for carting.</p> <ul style="list-style-type: none"> <li>▪ CHA after collecting all the Job order places the vehicle near carting space and gives one copy of carting Job order &amp; tally sheet to Carting Surveyor and other copy of carting work order to Labour Supervisor.</li> <li>▪ Labour supervisor arranges for labour/ forklift / any special equipment required for carting.</li> <li>▪ Cargo is carted in shed / open yard in presence of carting surveyor.</li> <li>▪ Carting surveyor takes the tally of cargo carted and prepares the tally sheet. CHA then takes this tally sheet to EWS for updating in system. After updating the carting tally in system EWS gives the receiving of cargo to CHA &amp; the same endorsed by EWE.</li> </ul>				
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## 4.1. Export Operations - Customs Examination

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>4.1 Custom examination</b> <ul style="list-style-type: none"> <li>CHA/Shipper will get the cargo ready to be examined by the customs.</li> <li>Customs may open packages for physical examination. Necessary care must be taken by CHA / EWE to get the open packages repacked which are opened by customs and relocate the same in lot.</li> <li>If some samples are required by customs for necessary proceedings, CHA/Shipper will fill.</li> <li>CFS sample slip where details regarding samples to be taken from cartons are mentioned Sample slip will have signatures of (I) CHA/Shipper (II) Customs Officer (III) EWE.</li> <li>After custom examination, ready shipping bill is given by Customs. In case of change in S/B number of cargo carted is required following procedure to be followed.</li> <li>CHA approaches with request letter for change in S/B number. EWE verifies the request and SSR is prepared. CHA is asked to do the necessary payment against SSR.</li> <li>After doing the payment at CFS cash counter, CHA brings back the letter back to EWE.</li> <li>EWE checks the payment receipt and does necessary amendment in system.</li> </ul>	Export Executive - Warehouse	HOD - Operations /Terminal Head	As & When	Manual



## 4.2. Export Operations – Cargo stuffing and movement.

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>4.2 Cargo Stuffing and Movement</b></p> <ul style="list-style-type: none"> <li>CHA/Shipper hands over the ready S/B to concerned Shipping Line / Forwarder.</li> <li>Shipping Line / Forwarder prepares stuffing request gives along with ready documents to EWE for permission. After checking, EWE permits the placement of container.</li> <li>Forwarder then hands over the stuffing request and ready documents to EWS for updating in system.</li> <li>Stuffing Job order and tally sheet is generated through system.</li> <li>One copy of stuffing job order is given to tally surveyor along with tally sheet and other copy of stuffing work order is given to labour supervisor for arrangement of labour/forklift / any special equipment if required.</li> <li>SSR is prepared through system for special equipment.</li> <li>Tally surveyor checks the condition of container and does external / internal survey of container before starting the stuffing.</li> <li>Cargo is stuffed by labour/ forklift in container. EWS and EWE monitors the proper stacking of cargo. In case of ODC cargo, lashing and choking to be done as per instructions.</li> <li>After completion of stuffing tally surveyor will produce tally to EWS who will update the Container Load Plan (CLP) on basis of this tally. CLP is prepared in four copies (I) One copy goes to Customs (II) Second copy is kept with CFS for records (III) two copies goes to Forwarders / Agent copy.</li> <li>CLP is produced to customs for endorsement.</li> <li>EWS will arrange for Custom / Agent seal. Verified Gross Measurement (VGM) of loaded container is done &amp; report is sent to concern Agent.</li> </ul>	Export Executive - Warehouse	HOD - Operations /Terminal Head	As & When	Manual

- |   |  |  |  |  |
|---|--|--|--|--|
| <ul style="list-style-type: none"> <li>▪ Forwarder will give movement request of stuffed container along with filled FORM – 13 and vessel details.</li> <li>▪ Movement related details are updated by EWE in system and Form-13 is handed over to transporter to move container to Port.</li> <li>▪ Transporter loads the container on vehicle considering the Vessel gate open and port cutoff of vessel. Port Pre-advice is done by EWE for export container &amp; also keeps necessary track on the movement.</li> <li>▪ Loaded vehicle is brought to Out Gate where CFS surveyors checks the container and necessary papers and prepare Out Gate Pass.</li> </ul> |  |  |  |  |
|---|--|--|--|--|

## 5. Import Operations – Confirmation and Receipt of Scanning List

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>5.1 Confirmation from shipping line</b>  Receive confirmation from Shipping Line for en-block/third party movement of cargo/container from Port to CFS.	Import Executive	HOD – Operations/ Terminal Head	As & When	Manual
<b>5.2 Receipt of scanning list</b>  Obtain IGM/Bill of Lading (through e-mail or hard copy) from Shipping Lines or third party by Import Executive on a day to day basis and forward these documents to surveyor. The Surveyor checks and prepares an excel file of the job order and highlights LCL, Reefer, ODC and HAZ containers. EDI file is checked, and containers meant for MICT are segregated and down loaded in the system by the surveyor. On receipt of scanning list from the Customs, job order is generated in the system.	Import Executive	HOD – Operations/ Terminal Head	As & When	Manual

## 5. 1 Import – Movement of Import Loaded Container

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>5.1 Movement of Import Loaded Container</b> <ul style="list-style-type: none"> <li>CFS allots Pins/Forms to transporters to move the container from port through respective port weblink. Transporter moves loaded container from Port along with Terminal gate pass (EIR) to CFS gate.</li> <li>Surveyor will check seal number and do external survey of container for damages and in case of any discrepancy the same should be brought in notice of import executive for necessary action. A damage report is prepared and if any container is found damaged at the time of gate-in by the surveyor. Surveyor will retain the Terminal gate pass which will be handed over to CFS executive next day.</li> <li>The truck is then weighed on the weighing bridge and the weight is tallied with the weight in the job order. In case there is any mismatch in the weight, the shipping line/Customer is intimated immediately.</li> <li>Surveyor also checks whether the unit pertaining to scanning list &amp; if yes then scanning proof must be checked. Proof of scanning (CSD stamped EIRs) is filed with the CFS Executive. There is a possibility that a container may be received without being scanned. In such cases, a remark is noted in the system indicating that the container was received without scanning.</li> <li>Auto snaps are taken for containers gated in.</li> <li>Yard executive will monitor &amp; arrange to off load containers in yard. In case of HAZ / Reefer / ODC cargo, containers are offloaded in designated area.</li> <li>In case of container arriving at CFS gate is not found in system, surveyor will prepare manual gate pass on instruction of CFS executive.</li> <li>Separate report is available in system to show containers arrived through manual process.</li> </ul>	Warehouse Executive	HOD – Operations / Warehouse / Terminal Head	As & When	Manual

- |  |  |  |  |  |
|--|--|--|--|--|
| <ul style="list-style-type: none"> <li>▪ Once IGM/EDI/Necessary details are received from marketing team / s-line or third-party client for manual in, executive gets IGM details and job order updated in system.</li> <li>▪ Previously updated gate in through manual screen gets link to above data.</li> <li>▪ Warehouse Executive arranges LCL container de-stuffing in warehouse on arrival as per IGM. In case of LCL - Destuffing is done prior customs examining cargo. Customer wise examining is done before release.</li> <li>▪ Surveyor will prepare de-stuffing tally &amp; updates CFS system and the same is kept in files and records.</li> </ul> |  |  |  |  |
|--|--|--|--|--|

## 5.2. Import Operations - Deliveries-Seal Cutting/Examination Request by CHA

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>5.2 Seal Cutting/Examination Request by CHA</b>  CHA approaches SCE for seal cutting /examination. The documentation team will verify the documents (B/E, B/L photocopy, Customs examination order/forwarding) and generate work order for seal cutting/examination on checking scan hold and status. CHA will take the seal cutting JO to seal cutter who will check JO and arrange seal cutting. Labor supervisor will arrange the labor/equipment for examination basis the examination JO.	Seal Cutting Examiner	HOD – Operations / Terminal Head	As & When	Manual

### 5.3. Import Operations – Loaded Deliveries

#### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>5.3 Loaded Deliveries</b> <ul style="list-style-type: none"> <li>SCE will update examination screen and generate payment invoice.</li> <li>After receiving Customs out of charge for cargo and making payment, CHA will approach for empty vehicle permission. The Import Executive will verify the documents and issue vehicle allow.</li> <li>After loading of vehicle in yard, CHA approaches Import office for loaded gate pass with relevant documents (B/E, B/L – photocopy, Customs out of charge-custodian copy (original). Final DO from S/L with stamp duty paid, Empty movement letter from S/L for return of empty container to depot. Defacing of stamp duty paid is done at counter by executive.</li> <li>The container is checked by the surveyor at out gate. Damage report is prepared in case it is found in damaged condition.</li> <li>Surveyor generates the gate pass &amp; CFS executive endorses the same.</li> <li>RMS containers delivery is given without seal cutting process.</li> <li>If required, VGM is done as per party requirement and SSR is updated in system by CFS executive</li> </ul>	Import Executive - Surveyor	HOD – Operations / Terminal Head	As & When	Manual

## 5.4. Import Operations – De stuff Deliveries

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>5.4 Destuff Deliveries</b></p> <ul style="list-style-type: none"> <li>▪ SCE will update examination screen and generate payment invoice. Once payment is made and after checking out of charge, de-stuffing work order will be issued by SCE.</li> <li>▪ As per Customs requirements, samples are allowed to be taken for Lab analysis.</li> <li>▪ Crane/Hydra/Forklift/Slings are provided for de-stuffing/unloading of containers. Such operations in open yard are supervised by Yard Executive. On basis of the nature of the de-stuffing, the cargo can be de-stuffed manually as well.</li> <li>▪ Two copies of work order for de-stuff delivery will be issued by Service Centre out of which one copy will be given to surveyor and other to labour contractor.</li> <li>▪ Labour contractor arranges labour/forklift for de-stuffing &amp; loading on customer truck. Surveyor will prepare de-stuffing tally.</li> <li>▪ CHA approaches Import office &amp; presents payment receipt and all relevant documents for gate pass.</li> <li>▪ The empty containers are transported to the S/L nominated Empty container yard.</li> <li>▪ The import executive checks all documents especially cash receipt &amp; validity of DO/gang letter. Defacing of duty paid is done at counter by executive.</li> <li>▪ Surveyor updates de-stuffing tally &amp; then</li> </ul>	Import Executive - Surveyor	HOD – Operations / Terminal Head	As & When	Manual



<p>generates gate pass.</p> <ul style="list-style-type: none"> <li>Gate pass will be issued by Import office after CFS executive endorsement.</li> <li>Gate pass will be presented at Out gate for Customs/surveyor/security while going out of cargo. Surveyor/security check the gate pass and allow entry to go out.</li> </ul>				
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## 6 Gate Out Operations

### Process Narrative

Description	Responsibility	Accountability	Frequency	System / Manual
<p><b>6.1 Verification of Documents</b></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"> <li>- Arrival time</li> <li>- Trailer numbers</li> <li>- Transport company name</li> <li>- Seal number</li> </ul> <p>The Gate out Surveyor must verify the following details:</p> <ul style="list-style-type: none"> <li>• Container number</li> <li>• Size of the container</li> <li>• Type of container</li> <li>• Validity of the Job Order (date and time)</li> </ul>	Out Gate Surveyor	HOD – Yard Operations	As and when	Manual
<p><b>6.2 Container Survey</b></p> <p>If the container is damaged, the Gate Surveyor should</p>	Out Gate Surveyor	HOD – Yard Operations	As and when	Manual

<p>follow these steps:</p> <ol style="list-style-type: none"> <li>1. Create an Equipment Inspection Report (EIR) and take photographs.</li> <li>2. Submit the EIR and photos to the SIC, Yard Operations, and Customer Service (CS) teams.</li> <li>3. Permit movement (entry) only after receiving written approval from the CS Team or SIC.</li> </ol>				
<p><b>6.3 Updation in TOS</b> The Out Gate Surveyor performs the following activities:</p> <ol style="list-style-type: none"> <li>1. Arrange for the physical survey of containers loaded on the trailers.</li> <li>2. Update the details of the Job Order (JO) in the Terminal Operating System (TOS).</li> <li>3. Enter the TOS gate-out date and time and sign the JO.</li> <li>4. Handover the signed and stamped JO (as proof of the survey) to Gate Security for further formalities.</li> <li>5. Arrange for the weighment of empty trailers or loaded containers as required.</li> <li>6. Internally verify whether container/cargo-related vehicles should be allowed entry (in case of any issues).</li> </ol>	<b>Out Gate Surveyor</b>	<b>HOD – Yard Operations</b>	<b>As and when</b>	<b>Manual</b>
<p><b>6.4 Verification by Security</b> Out Gate Security carries out the following activities:</p> <ol style="list-style-type: none"> <li>1. Record the vehicle dispatch time, vehicle number, and transport company name in the Out Gate register.</li> <li>2. Cross-check and record all seals affixed to loaded containers.</li> <li>3. Acknowledge the Job Order (JO), ensuring all relevant details are recorded in the Out Gate register.</li> <li>4. Allow the vehicle/container/cargo to exit and update all related registers.</li> </ol>	<b>Out Gate Surveyor</b>	<b>HOD – Yard Operations</b>	<b>As and when</b>	<b>Manual</b>

## 7. Auction

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>7.1 Auction process of Un-Cleared/Un-Claimed Cargo</b> <ul style="list-style-type: none"> <li>▪ CFS Executive generates statement/List of cargo/goods un-cleared/un-claimed for more than 30 days.</li> <li>▪ Send first notice to consignee by registered post acknowledgement after 30 days of import cargo/goods arrived at CFS (Form No. CFS/Imp/15).</li> <li>▪ Send final notice to consignee by registered post acknowledgement after 45 days of import cargo in case the Consignee has not taken the delivery of the cargo.</li> <li>▪ For perishable and reefer cargo, notice sent after 15th and 30th day.</li> <li>▪ Prepare Action file as per customs format and filled for the lots not cleared after 75 days.</li> <li>▪ Obtain permission from Appraiser / Assistant Commissioner of Customs (disposal section)/Assistant Commissioner of Customs (Docks) for examination on Action file/Lots of file.</li> <li>▪ Obtain Customs file number from the disposal section for the particular lot file.</li> <li>▪ Obtain Cargo examination report from the Examiner /Appraiser (Docks) on Auction file.</li> <li>▪ Depending on nature of cargo, samples are forwarded to Laboratories for testing as required by the Customs.</li> <li>▪ Intimate CFS vendor for inspection and valuation of cargo.</li> <li>▪ Submit Auction files of individual lots/cargo to disposal section of concerned group at Custom House for obtaining NOC and submit the NOC to disposal section appraiser for valuation.</li> <li>▪ Inform all concerned, in case of any intimation or information on withholding of the consignment received from Government agencies.</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

<ul style="list-style-type: none"> <li>▪ Action files which are cleared in all respects to be sent to Assistant Commissioner (disposal) for signature. Auction Executive to follow up with AC (disposal) that files are forwarded to Assistant Commissioner of Customs for final approval on the value given in Auction/lot file.</li> <li>▪ A letter to be sent to AC (disposal) for obtaining permission for the date to conduct e-auction for all Lots which are ready for Auction. After obtaining the date of action, inform the Auctioneer to conduct e-auction. Release advertisement for auction in four newspapers – English, Hindi, Marathi, and Gujarati prior to the auction date.</li> <li>▪ Containers are grounded for inspection to bidders before the auction date.</li> <li>▪ Auction executive to prepare the details of e-auction/bid history and submit to Superintendent (disposal section) and follow up with Additional Commissioner &amp; Commissioner for final approval of the Bid.</li> <li>▪ Bidders are advised to deposit full &amp; final payment at MICT &amp; prepare Bill of Entry synopsis &amp; get endorsed from appraiser / AC – Disposal Section.</li> <li>▪ After receiving full and final payment from bidder, custom duty is paid at JNCH &amp; Out of charge is taken on Bills of Entry from Superintendent of customs (disposal).</li> <li>▪ The auction file is closed in disposal section</li> </ul>				
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## 8. Bonding Operations – Import Bonding Warehouse

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>8.1 Filing of bill of export</b>  CHA/Importers file B/E for warehouse. He then approaches the Executive for Warehouse space confirmation and obtaining NOC. He submits documents such as In-Bond B/E copy, IGM item details.	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual
<b>8.2 Confirmation of space availability</b>  Executive checks the space availability, nature of cargo, and registers the cargo details as per B/E in the system and generates the In-Bond invoice.	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual
<b>8.3 Payment</b>  CHA is asked to do the payment for storage charges for 4 weeks.	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual
<b>8.4 Receipt of payment</b>  On payment confirmation, NOC is given for cargo In-Bonding.	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual
<b>8.5 Submission and verification of documentation</b>  CHA/Importer then approaches Customs Bonding Section. Submits relevant bond-related documents and obtains bond number on which the cargo is allowed to be off-loaded in the warehouse duly signed by Bond superintendent.	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

## 8.1. Bonding Operations - In-bonding

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>8.1.1 Documentation and Entry of Import Bond cargo at w/h (In- Bonding)</b> <ul style="list-style-type: none"> <li>CHA / Importer approaches Executive for taking cargo inside premises along with necessary customs permission from bond officer.</li> <li>CHA / Importer to fill the Cargo/Container Gate in challan/slip and submit it to gate.</li> <li>In case of internal bonding (CFS to Import Bonding Warehouse), Executive generates work order and hands it over to CHA. He submits it to warehouse surveyor. As per work order, the container will be shifted from CFS yard to Import bonding warehouse.</li> <li>CHA / Importer produces vehicle Permit slip to in gate security. After checking the gate passes, security allows vehicle/container to take inside. CHA/Importer gets cargo truck/container to bonded warehouse and submits documents to executive.</li> <li>Surveyor to obtain W/H officer's approval and give one copy of work order to CHA for Labour contractor to start de-stuffing/offloading the cargo.</li> <li>Surveyor to take tally while cargo de-stuffing/off-loading. While de-stuffing/off-loading, surveyor checks the Mark and Number of the packages in the truck and compares with the details in the BE.</li> <li>While cargo de-stuffing/off-loading, if any cargo is found in damaged or wet condition, CHA/Importer should be informed for repair</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

<p>or repack the cargo at the time of de-stuffing/off-loading itself.</p> <ul style="list-style-type: none"> <li>▪ Surveyors to paste cargo stickers on cargo lot as per B/E. On completion of de-stuffing/off-loading, surveyor should inform W/H officer for final checking. Officer to monitor cargo stowage and stacking.</li> <li>▪ Surveyor updates cargo receipt in container de-stuffing entry in system as well as manual registers and obtains signature from customs bond superintendent on all receivable goods entry.</li> </ul>				
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## 8.2. Bonding - Ex-bonding

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>8.2.1 Delivery of Import Bond Cargo from Warehouse (Ex-Bonding)</b></p> <ul style="list-style-type: none"> <li>▪ Once duty is paid by CHA/Importer, he then decides delivery dates. Accordingly, he requests customs for Out-Of-Charge duly signed by bond superintendent.</li> <li>▪ CHA/Importer then approaches executive for ex bond delivery. Accordingly, ex bond document entry is updated in the system &amp; Invoice is prepared at Service Centre.</li> <li>▪ Based on payment confirmation, checks following documents and issues cargo loading work order and gate in pass for empty vehicle: 1-out of charge documents, 2-Gate copy, 3-copy of Ex bond - BE for home consumption.</li> <li>▪ CHA/Importer then approaches in gate security to take vehicle inside for loading the cargo. Security checks the gate in pass and allows the entry of vehicle and guides CHA/Importer to place the vehicle at bonding warehouse.</li> <li>▪ For cargo delivery, CHA/Importer approaches</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

<p>warehouse with the following documents: Out of Charge, Gate copy, and copy of ex bond B/E.</p> <ul style="list-style-type: none"> <li>▪ Surveyor prepares tally sheet for cargo loading. On the basis of cargo loading tally sheet, the out-gate pass is generated and issued to the CHA/Importer.</li> <li>▪ The out-gate pass is submitted with gate Surveyor/Security who checks the out-gate pass and allows the cargo delivery from the premises. Systems and manual registers are updated</li> </ul>				
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## 9 . Additional Services - Requirement of Special Equipment and Services

Fumigation, Palatisation, Lashing and Choking of cargo

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>9.1 Requirement of Special Equipment and Services</b></p> <ul style="list-style-type: none"> <li>▪ CHA/Agent approaches EWE for the requirement of special equipment or services (e.g., lashing, choking, fumigation, shifting of cargo).</li> <li>▪ EWE prepares the SSR (Special Service Request) for the required equipment or service. An invoice copy is generated in duplicate.</li> <li>▪ CHA pays the SSR charges based on the invoice provided by the Export Office. The cashier collects one copy of the invoice. The cashier-endorsed copy is presented by the CHA to EWE.</li> <li>▪ EWE prepares a Work Order for the required equipment or service.</li> <li>▪ CHA takes the Work Order to the Labour Contractor or relevant supervisor (Labour/Fumigation).</li> <li>▪ The Labour Contractor or relevant supervisor</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual



<p>arranges for the necessary equipment or special service as per the Work Order.</p> <ul style="list-style-type: none"> <li>For special services like lashing, choking, fumigation, or shifting of cargo: The Labour/Fumigation supervisor arranges for the necessary service. After completion, EWE verifies the activity, which is then updated in the register in the Export Office.</li> <li>For shifting of cargo: It is done by labours based on the Work Order issued in the presence of the carting surveyor.</li> <li>The final SSR, including any additional materials used in lashing or choking, is updated in the system.</li> </ul>				
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## 9.1. Additional Services - Empty inward and outward movement

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<p><b>9.1 Empty inward and outward movement</b></p> <ul style="list-style-type: none"> <li>Transporter approaches In-gate Surveyor with challan to take empty container in CFS for stuffing.</li> <li>In-gate surveyor does the survey of container and prepares gate pass of the same.</li> <li>Transporter takes the gate pass to In-gate security who tallies the gate pass with container.</li> <li>Empty containers door is opened and checked for material if any lying inside and allows to move container in MICT if everything is OK.</li> <li>Container is off-loaded in Yard and the same container is used for stuffing.</li> <li>If due to any reason the container is not used for</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

stuffing, Agent approaches EWE with letter for allow to move empty container outward. <ul style="list-style-type: none"> <li>▪ EWE checks the container status in system and gives vehicle allow and prepares work order for same in system.</li> <li>▪ Agent/Transporter goes in yard and gets container loaded on vehicle. Loaded vehicle is taken to Out gate and work order is produced to out gate surveyor.</li> <li>▪ Surveyor prepares out gate pass for the container.</li> <li>▪ Gate pass is produced to security by Transporter.</li> </ul>				
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## 9.2. Additional Services - Reworking of Containers

Destuffing movement with change of services, Involvement of Handling

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>9.2 Reworking of Container</b> <ul style="list-style-type: none"> <li>▪ Agent/forwarder will approach CFS with reworking request letter.</li> <li>▪ EWE will check Customs permission copy and update Reworking in system and issue</li> </ul>	Executive – CFS Operations	HOD – Operations/ Terminal Head	As & When	Manual

<p>work-order to agent/forwarder.</p> <ul style="list-style-type: none"> <li>▪ Custom seal will be broken under custom supervision.</li> <li>▪ Agent/forwarder will give the work-order to labour supervisor &amp; tally surveyor for reworking. Labour supervisor will issue labour/forklift for reworking.</li> <li>▪ Special equipment if required, SSR will be generated through system by EWE.</li> <li>▪ Tally surveyor will take tally of container reworked.</li> <li>▪ It is on agent/forwarder to decide whether the cargo is to be stuffed in same/other container or whether cargo is to be taken back to town.</li> <li>▪ Reference tally CLP will be prepared if cargo is stuffed.</li> <li>▪ If cargo is taken back to town, procedure for back to town will be followed.</li> </ul>				
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### 9.3 Additional Services - Back to town of cargo

Cargo taken back exporter to the factory due to order cancellation, damage, overflow or any other.

#### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
9.3 Back to town	Executive – CFS	HOD – Operations	As & When	Manual

<ul style="list-style-type: none"> <li>▪ While stuffing the cargo in container if the cargo gets overflow or the cargo carted in CFS is not to be exported due to any reason, the cargo can be taken back to town (BTT with allow from customs).</li> <li>▪ CHA / Shipper approaches to custom for getting Customs permission to take cargo back to town.</li> <li>▪ After examining, Customs allows to take cargo back to town CHA / Shipper approaches CFS with Customs allow and Shipping Line / Forwarders NOC</li> <li>▪ and Shippers allow to take cargo BTT.</li> <li>▪ EWE checks the necessary documents and gives vehicle allow and prepares Back to town (BTT) workorder and Invoice for payment of charges.</li> <li>▪ CHA does the payment and gives one copy of work order to Surveyor and other copy to labour supervisor who arranges for labour / forklift or any other special equipment.</li> <li>▪ SSR is prepared if any special equipment is required, and CHA is asked to pay the charges against same.</li> <li>▪ Cargo is loaded in vehicle in presence of carting surveyor who takes tally of the same.</li> <li>▪ On completion of loading, CHA brings the BTT tally sheet to EWS who prepares BTT gate pass on basis of tally.</li> <li>▪ CHA brings the gate pass and other documents (Customs permission, Shipper's letter, CHA letter, Payment invoice endorsed by accounts, tally sheet to EWE.)</li> <li>▪ EWE checks the documents and signs BTT gate pass and one copy to CHA and other copy is retained with CFS along with other documents for CFS records.</li> <li>▪ CHA then takes gate pass and vehicle to out gate wherein Customs official checks the necessary document and endorses the CFS gate pass.</li> <li>▪ Vehicle is then allowed to move out of CFS.</li> </ul>	<p>Operations</p>	<p>/ Terminal Head</p>		
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## 9.4 Additional Services - Handling hazardous cargo

## Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>9.4 Handling Hazardous Cargo Process</b> <ul style="list-style-type: none"> <li>Dangerous/Hazardous Cargoes must be handled properly to avoid any harm/damage to people and the environment. These cargoes effects can be self-induced or caused by reactions with other dangerous or non-dangerous cargoes. There are safe methods of transporting these types of cargoes/goods and the precautions include correct handling and securing and proper documentation.</li> <li>For Storage of Hazardous cargo MSIHC Rules, 1989 is applicable to CFS. As a precautionary measures CFS has developed a tracking report of HAZ containers which gives information of HAZ containers specified in MSIHC Rules prior arrival of container and also inventory of these chemicals.</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

## 9.5. Additional Services - Container Return from Port

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>9.5 Container Brought Back to Terminal</b> <ul style="list-style-type: none"> <li>Export loaded container is moved to Port but in case due to any reason container must be brought back to MICT, same can be done as per instruction/information received from Shipping Agent.</li> <li>Container is brought at In-gate by transporter. Transporter approaches In-gate Surveyor for gate-in pass. In-gate surveyor confirms with EWE regarding return of container. EWE confirms the container number and instructs to prepare gate-in pass.</li> <li>In-gate Surveyor surveys the container and prepares the gate pass and issues same to Transporter.</li> <li>In-gate Security checks the seal intact and allows the container to move it to CFS. Container is offloaded in yard.</li> <li>As per requirement of the Agent, the same container is moved out as per regular practice.</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

## 9.6 Additional Services - Import (LCL) Examination and delivery

### Process Narrative

Description	Performed By	Accountability	Frequency	System / Manual
<b>9.6 LCL Examination and Delivery</b> <ul style="list-style-type: none"> <li>CHA approaches CFS executive for receiving of cargo and ties up with customs for getting out of charge.</li> <li>As per Customs requirement, samples are allowed to be taken for Lab analysis.</li> <li>Crane/Hydra/Forklift/Slings are provided for loading of cargo. Such operations in open yard are supervised by Yard Executive.</li> <li>CHA submits all relevant documents (BE, BL, Line DO, Customs out of charge, CFS invoice paid copy) to SCE for assessment.</li> <li>Delivery work order will be issued by SCE.</li> <li>Surveyor checks proper documents &amp; confirms loading tally of goods. The out-gate pass will be generated at gate office and all relevant documents are filed by warehouse Executive. Defacing of stamp duty paid is done by executive. The gate pass will be checked at out gate by surveyor &amp; security while gate out. The customs endorsement should be checked at the gate before delivery.</li> <li>The empty containers are transported to the S/L nominated Empty container yard</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual

## 9.7 Additional Services – Buffer Operations





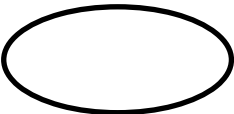
### Process Narrative

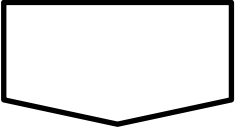


Description	Performed By	Accountability	Frequency	System / Manual
<b>9.7 Buffer Operations Process</b> <ul style="list-style-type: none"> <li>▪ Shipper / CHA / Agent / Line / Party will approach CFS with Shipping Bill / Custom endorsed Invoice copy.</li> <li>▪ EWE will issue annexure; one copy will be taken by CHA to in gate and other will be retained at Warehouse Office.</li> <li>▪ Annexure will have all details viz. Buffer code / container no. / size / type / seal etc. on basis of which the ingate surveyor prepares the gate pass. At the same time receiving stamp is affixed on Invoice copy (original &amp; duplicate) and buffer code and container details are filled in.</li> <li>▪ Above all data is also updated in Buffer register in Warehouse office. CHA will produce the annexure copy to in gate surveyor.</li> <li>▪ In gate surveyor checks the annexure copy for buffer code &amp; container condition / seals and prepares the gate pass through system for the container.</li> <li>▪ CHA takes the gate pass to in gate security who check the gate pass and container and allows to take in the container Same time after taking the container in, surveyor also acknowledges the receiving of container on stamp affixed at warehouse office.</li> <li>▪ Buffer container taken in is offloaded. After offloading CHA comes to EWE for final receiving acknowledgement of container. EWE checks the receiving of in gate surveyor and inward updation of container in system and gives receiving of container.</li> <li>▪ CHA then takes the invoice to customs officer</li> </ul>	Executive – CFS Operations	HOD – Operations / Terminal Head	As & When	Manual



<p>posted at MICT out gate who also endorses the receipt of container on invoice copy. After customs endorsement CHA takes the Invoice copy to Customs officer and gets the document ready. Ready S/B copy is brought by CHA to CFS along with Form-13 and movement is given to CFS.</p> <ul style="list-style-type: none"> <li>▪ Movement is given to transporter after updation of movement request in system and photocopy of s/bill is retained with CFS for records.</li> <li>▪ Transporter loads the container on vehicle considering the Vessel gate open and port cut-off of vessel. EWE keeps necessary track on the movement. Loaded vehicle is brought to Out Gate, CFS surveyors checks the container and papers and prepares out gate pass for the same.</li> </ul>				
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### 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