



GOVERNMENT OF PUDUCHERRY  
PORT DEPARTMENT

# CITIZEN'S CHARTER

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## CITIZEN'S CHARTER

### INTRODUCTION

Ships feature prominently in the Growth of International Trade and are one of the Principal Generators of Economic Growth. This is evident from the fact that 90% of all goods measured in terms of tonnage are transported by sea. Ports are therefore a stairway to a country's trade and their effective development becomes essential for the overall growth of the region and the economy.

### BRIEF HISTORY OF THE PORT

Puducherry, centuries before its merger with India in 1954, was a Port City and flourished as a centre of International Trade and Commerce. The commercial history of Puducherry, dates back to the Roman Empire. Trade relations with China between the periods of 10th and 12th century A.D. also existed. The fortune of the Port stayed linked to the successive Dynasties and Empires starting from Portuguese invasion upto 1614 A.D. Dutch invasion in 1618 A.D. and French rule from 1673 A.D. Puducherry Port flourished as a Centre of International Trade and Commerce during the French Rule.

### FUTURE PLANS

The Government of Puducherry aims to re-establish the past status of the Puducherry Port by improving and developing the existing Port inline with the technological environment of sea-borne trade.

### MISSION STATEMENT

The mission of the Department is to constantly work towards improvement in all spheres of activity with main focus on quality and client/customer satisfaction.

## GEOGRAPHICAL LOCATION

The Minor Port of Puducherry is situated in the East Coast of India between two Major Ports of India namely, Chennai and Tuticorin. It is an open roadstead anchorage port situated about 170 kms south of Chennai in position  $11^{\circ} 56' N$ , Longitude- $79^{\circ} 50' E$  and is suitable for lighterage operations during fair weather months (February to September).

## METEOROLOGICAL AND TIDAL INFORMATION

☀️ Tidal range / variation:

- (i) Maximum tidal height - 1.30 m
- (ii) Range at spring tides - 1.00 m
- (iii) Range at reep tides - 0.30 m

☀️ Climate - Tropical

☀️ Annual Rainfall - Above 130 cms

☀️ Temperature - 35°C maximum  
20°C minimum

## COMMUNICATION

Communication on Marine VHF channel is available. Watch on channel 16 is maintained during Port operation. Channel 10 and 12 are available for ship-shore communication.

## PORT LIMITS

**North** : A line drawn due east from the boundary pillar erected on the sea-shore 1595 meters north from the center of Puducherry New Pier to 15 fathoms of water.

**South** : A line drawn due east from the boundary pillar erected on the sea-shore 2987 meters south from the center of the Puducherry new pier to 15 fathoms of water.

**East** : A line drawn from the eastern extremities of north and south limits.

**West** : A line drawn from the northern boundary pillar to the southern boundary pillar, measuring approximately 4582 meters, parallel to the shore, 45.72 meters above high water level at spring tide, except that in respect of the stretch of foreshore covered by the points: 147 meters north and 107 meters south from the center of the new pier the line shall recede to 229 meters above high water level at spring tide.

## SERVICES OFFERED

The under mentioned services are rendered to various Port users.

- Maintenance of Port Approaches, Navigable Channels and alongside Berths.
- Dredging.
- Conservancy.
- Berthing facilities for lighters, cargo boat, fishing boats, tourist boats, etc..
- Handling, Warehousing and Transportation of goods in Port area.
- Storage facilities.
- Container Handling and Stuffing/De-stuffing of Cargo at the Inland Container Depot (ICD) at New Port Area.
- Supply of fresh water to vessels berthed alongside Pier/Quay and supply of stores to ships.
- Slipway for dry docking of vessels up to 150 tons.

**TRAFFIC HANDLED AT PUDUCHERRY PORT**

Sl. No.	Year	No. of Vessels	Tonnes Handled	Nature of Cargo	Nature of Operation
1.	1990-1991	4	70,468	Fertilizers	Import
2.	1991-1992	2	52,890	Fertilizers	Import
3.	1992-1993	2	46,688	Fertilizers	Import
4.	1993-1994	2	22,295	Fertilizers	Import
5.	1994-1995	2	25,600	Iron scrap	Import
6.	1995-1996	4	56,313	Fertilizers	Import
7.	1996-1997	3	45,419	Carbon black feed oil	Transshipment
8.	1997-1998	1	173	Rejected rice	Import
9.	1998-1999	1	22,500	Wheat	Import
10.	1999-2000	-	-	-	-
11.	2000-2001	4	75,511	Molasses	Export
12.	2001-2002	11	95,281	Molasses	Export
				Styrene Monomer	Import
13.	2002-2003	13	19,247	Styrene Monomer	Import
				Cement	Export
				Fluorspar	Import
14.	2003-2004	45	1,07,328	Cement	Export
				Sugar	Export
				Fluorspar	Import
				Palmolein	Import
				Fly Ash	Export
				Machinery	Import
15.	2004-2005	25	58,650	Cement	Export
				Sugar	Export
				Palmolein	Import
				Fluorspar	Import
				Copra meal expeller	Import
16.	2005-2006	42	96,213	Cement	Export
				Palmolein	Import
				Timber Log	Import
				Neem Cake	Export
				Fluorspar	Import
17.	2006-2007	18	35,883	Cement	Export
				Food Items	Export
				Styrene Monomer	Import
				Fluorspar	Import
				Timber Log	Import
18.	2007 - 2017	-	-	In view of the privitisation process.	
19.	2018-2019(As on 22/03/2018)	1	-	Container Cargo	-



## DETAILS OF CLIENTS / CUSTOMERS

Our clients / customers include the following:

(a) C & F Agencies, shipping lines/agents, Importers and Exporters of Cargo, Trading houses, Ships chandeliers, etc., during cargo handling operations.

(b) Individual firms / private companies / small scale and medium scale industries that avail our services for cargo handling using port infrastructure / facilities and machineries.

(c) Local fishermen who use the navigable channel and the sheltered port facilities at new port throughout the year.

## DETAILS OF PORT INFRASTRUCTURE / FACILITIES

### A. Facilities available:

#### (a) At New Port

- |                        |   |
|------------------------|---|
| (1) A cargo quay       | 150 meters long and 25 meters wide with 3.0 meters draft alongside, 3.0 meters draft in channel and 3.0 meters draft at the mouth. There is a proposal to dredge the entire channel to a depth of 4.0 meters. |
| (2) Main approach road | 500 m long with double lane   |
| (3) Transformer        | 315 KVA   |
| (4) Transit sheds      | 4 numbers each with a storage capacity of 3500 tons   |

#### (b) At Old Port

- |                          |   |
|--------------------------|---|
| (1) A RCC pier           | 286 meters long with working head of 102 meters (long) X 15 meters (wide). Draft alongside pier ranges from 4.5 meters to 6.0 meters. |
| (2) Transformer load     | 250 KVA   |
| (3) Transit sheds        | 7 numbers with a total storage capacity of 12750 tons.  |
| (4) Equipments           |   |
| (a) Towing launches      | 2 numbers each capable of towing 200 tons at a time.  |
| (b) Tractors             | 3 numbers   |
| (c) Trailers             | 6 numbers to carry out shunting operations within port area.  |
| (d) Mobile cranes        | 3 numbers each of 5 tons capacity when mobile and 10n tons capacity in blocked condition.   |
| (e) Private wooden boats | 25 numbers each with an average capacity of 50 tons.  |
| (5) Railway sidings      | 3 numbers (Meter guage)   |
| (6) Open paved area      | 13500 sq.m ( for bagged cargo)  |

### B. Sheltered harbour and ship repair facilities:

- |   |  |
|---|--|
| (1) A slipway winch --  | To facilitate repairs to vessels of size 30 m X 8 m weighing upto 150 tons @ Rs. 2000 per day as hire charges. |
| (2) Sheltered water front in new port for anchoring fishing boats, barges, port crafts, etc., during fair as well as monsoon seasons. |  |

### C. General information:

(1) Handling rate	---	2000 tons (maximum) per day with one ship at a time.
(2) Fair weather	---	January to October
(3) Monsoon / Rough season	---	November and December
(4) Cargo handling capacity	---	3 to 4 lakh tons per year

### D. Marine Assets:

(1)	(a) Northern break water	---	150 meters long
	(b) Southern break water	---	25 meters long
	(c) Off-shore break water (Trestle connected)	---	250 meters long
	(d) A submarine tunnel for sand by-passing	---	240 meters long
(2)	Cutter suction Dredgers	---	Two numbers each with a capacity of 200 cubic meter per hour
(3)	Total land owned by Port	---	153 acres

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## PRESENT SCHEDULE OF RATES

1	Port Dues	--	Rs. 9/- per Gross Registered Tonnage (GRT)
2	Landing and Shipping Fees	--	<u>As per Gazette No. 4 dated 23.01.2018</u>
3	Ground Rent	--	Rs. 1.25 for bulk cargo and Rs. 4.50 for bagged cargo per 10 Sqm per week or part thereof
4	Godown Rent	--	<u>As per G. O. Rt. No. 172 dated 05.05.2004</u>
5	Vehicle Entrance Fee (Lorry & tractor)	--	Rs. 23/- for each entry at the Port
6	Weighment charges	--	<u>G.O. Ms. No. 01 Dt : 30.04.2004</u>

## REGISTRATION OF BOATS

In order to enable the Fishermen to earn their livelihood, boats are registered under Pondicherry Port Harbour Craft Rules, 1970 framed under Indian Port Act, 1908.

### 1. Registration Fee to be paid

- |                            |     |                                    |
|----------------------------|-----|------------------------------------|
| (a) For Fresh Registration | --- | For each boat Rs. 10.00 per annum. |
| (b) For renewal of License | --- | For each boat Rs. 5.00 per annum.  |

### 2. Procedure for Registration of boats

- (a) Fresh Registration can be done at any time at the Port Department.
- (b) Renewal of License to be done in the month of January every year.

## GRIEVANCE REDRESSAL

### Grievance Redressal/Mechanism:

Client/customers/general public can approach the Port Officer, Port Department located at No.1, Dumas Road, Puducherry during visiting hours between 11.00 a.m. and 12.00 noon on all working days. The Officer can also be contacted over phone number 0413-2337114.

### Information and Facilitation Centre:

The Port users/general public can contact the Port Conservator for obtaining details with reference to the following details of :-

- (i) Services rendered.
- (ii) Schedule of Port Tariff.
- (iii) Rules and norms for registration of boats.
- (iv) Port Entry/Clearance formalities.
- (v) Any other information/clarification.

### Expectations from Client/Citizen:

- (1) Grievances, if any may
  - (a) be addressed properly giving sufficient details.
  - (b) any supporting documents/evidences may also be attached for quicker disposal.
  - (c) sufficient time may be allowed for taking necessary follow-up action.
  - (d) any valid/worthwhile suggestions regarding the working as well as development of this Port is welcome.
- (2) To extend all co-operation in smooth conduct of Port Administration and Operation.

**HEAD OF THE DEPARTMENT:**

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