

Clause 4(1)(b)(iv)
Norms for discharge of function

The ISO 9001:2000 quality objectives of KDS:

- ◆ Increase in ship-day output by 5% over the previous year.
- ◆ Increase of cargo throughput by 5% over the previous year.
- ◆ Decrease in idle time of vessels at berth by 5% over the previous year.
- ◆ Increase in vessel-days for commercial vessels in the dry docks by 5% over the previous year.
- ◆ Increase in volume of rail-borne cargo by 10% over the previous year.

The ISO 9001:2000 quality objectives of HDC:

- ◆ Increase average ship-day output for bulk cargo (conventional) by 3% over the previous year.
- ◆ Increase average ship-day output for break bulk cargo by 3% over the previous year.
- ◆ Increase average ship-day output (mechanical) by 3% over the previous year.
- ◆ Increase average moves per hour of container by 10% over the previous year.
- ◆ Reduction of idle time of vessels at berths by 3% over the previous year.

The norms for availability and utilisation of different types of equipment as per directives of Ministry of Shipping, Govt. of India communicated vide letter no. DW/DTO-6/2003 dated 21st February, 2003 are :-

- ◆ Availability ◆ Not less than 90%.
- ◆ Utilisation ◆ At least 60%