

Clause 4(1)(b)(xv)
Facilities for obtaining information

Kolkata Port Trust maintains regular interaction with the public through its website (<http://www.kolkataporttrust.gov.in>).

Information is also provided from the following locations on working days from 9.30 A.M. to 5.30 P.M. :-

- Information and Facilitation Counter (IFC) in the Head Office of Kolkata Port at 15, Strand Road, Kolkata ♦ 700 001.
- Reception Counter of Haldia Dock Complex at Jawahar Tower, Haldia Township, District ♦ Purba Medinipur ♦ 721 607.
- Reception Counter of Subhas Bhavan at 40, Circular Garden Reach Road, Kolkata ♦ 700 043, Kolkata Dock System.

Port users can interact with the port through various interactive committees like Port Operations Group, Marketing Group, Trade Relations Group and Business Development Group.

Grievances are received at every office of the Port and monitored centrally by the Director of Grievances.

For dealing with pensioner♦s grievances, Pension Adalats are held in the offices of Financial Adviser & Chief Accounts Officer, 15, Strand Road, Kolkata ♦ 700 001 and Manager Finance(HDC) Jawahar Tower, Haldia every Friday at 11.00 A.M..