



**KOLKATA PORT TRUST
HALDIA DOCK COMPLEX**

**Marine Operations Division
Marine House, Chiranjibpur
Haldia -721 604, West Bengal.
Ph.No.03224-252449**



The Master,
M.V./ M.T.....
VON No.

Dear sir,

Haldia Dock Complex welcomes you to Sandheads Anchorage enroute to Haldia Port. We will be glad to extend co-operation to make the vessel's stay at the port peaceful and comfortable. Following information may kindly be noted as a guide to Port Entry:

1. Your vessel will be called for berthing as soon as the required formalities for smooth working of your vessel is complete.
2. Due intimation will be sent to you regarding your berthing programme by the agent. Pilot Station will also contact you on Channel 16/ SSB Channel 4147.4 Khtz (Watch timings: 0500 to 0800, 0900 to 1300, 1400 to 2300 hrs. IST) or through e.mail regarding your berthing programme, passage way points and your sequence in the convoy as ships are called in a convoy because of the tidal nature of the port. This office will also send you details of the Berth (working/ waiting).
3. Pilot Station is contactable on VHF Channel 16/ SSB-4147.4 KHz and sagarvts@kopt.in or tel: +913210240348. This office will communicate with you either through your agent or directly through e mail: amoulik@kopt.in; moulik58@gmail.com; skgupta@kopt.in or sudeepgupta58@gmail.com
4. Vessel Traffic Management System (VTMS), which is manned by Pilots on VHF Channel 68 will guide vessels from the Lower Gaspar Light Vessel to the Pilot Boarding Ground at Upper Middleton or vice versa for the outward passage.
5. Mooring requirements at oil jetty can be seen from the draft forecast notification on KoPT's website: www.kolkataporttrust.gov.in . Minor variations may be allowed if tidal/ weather conditions permit, which can be confirmed with this office. River Pilot will brief you about the tugs nominated for the vessel and the type of assistance they will provide, expected time of reaching Haldia, expected time of calling anchor/ mooring station. He is responsible for the vessel (as advisor to the Master) for berthing at the Oil Jetty/ Haldia Lock. Asst. Dock Master assists him in guiding the vessel from the Approach Jetty to the Lock barrel. River Pilot disembarks in the Lock Barrel and Dock Pilot, who is responsible (as advisor to the Master) for the vessel under the guidance of the Asst. Dock Master for transporting the vessel to the working/ waiting

berth, boards the vessel. He explains the mooring plan to the Master and with the help of tugs, navigates the vessel to the destination berth.

6. For Oil Jetties, mooring requirement is 4 head lines (soft ropes), 4 breast lines (soft ropes preferred but wires with long rope tails acceptable) and 3 springs (soft ropes) at forward station. Likewise, for aft stations, 4 Stern Lines (all soft ropes), 4 breast ropes (soft ropes preferred but wires with long rope tails acceptable) and 3 after springs (all soft ropes). For impounded dock, 4 head lines (all soft ropes), 1 forward breast 1 forward spring (all soft ropes), 4 stern lines (all soft ropes), 1 aft breast and a aft spring (all soft ropes). Additional lines may be required in inclement weather conditions. Time details are communicated to the agent and parties responsible for cargo work in advance so that preparatory delays are minimized.

7. Bunkering, fresh water supply, waste/ used oil & garbage reception facility is available at Haldia Port, details of which are available with agents.

8. Format for evaluation of Port's performance on a scale of 1 to 10 (1 for the worst and 10 for the best) is enclosed herewith to understand our shortcomings and rectification of the same. You may the filled up report either by e.mail to addresses below or send in sealed envelope through the agent. You may meet the undersigned or General Manager (Marine) by appointment in case you wish to discuss any aspect of the Port with us. We welcome critique of the Port and its operations but if you feel uncomfortable about mentioning any aspects, which are adverse in your opinion, you may send the same to this office after your departure. Copy of all such feed-backs may be sent to the General Manager (Marine) at his e-mail IDs or in a sealed envelop as convenient.
9. In case of any assistance (of Marine nature) from Haldia Port you may contact Capt. S.N.Chaubey, General Manager (Marine) on +913224252249/919434052449/snchaubey@kopt.in or sn.chaubey@gmail.com or S.K.Gupta, Manager (Marine Operations) on +913224252340/919434063161/ skgupta@kopt.in or sudeepgupta58@gmail.com or A.Moulik, Dy. Dock Master on +913224252513/919434052513/amoulik@kopt.in or moulik58@gmail.com. It will be our pleasure to be of any help to you.

Looking forward to your arrival at Haldia.

With regards,

Yours truly,

(Capt. S. K. Gupta)
Manager-I/C, Marine Operations,
HALDIA DOCK COMPLEX

1/FR/06
(Rev. No. 03)

The Master

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Dear Sir,

This form is to assess the customer satisfaction level and performance of this Dock system. Your report on this form will help us to improve upon our performance. We also assure you secrecy of the report.

Please evaluate performance on a scale of 1 to 10 (1&2 for very poor, 3&4 for poor, 5&6 for satisfactory, 7&8 for very good and 9&10 for excellent) on each of the performance parameters below.

Manager(MO),
Haldia Dock Complex.

NB: Request give reasons for any of the items not securing 6 marks or above.

FOR MARINE OPERATIONS

1. Vessel's Name:

2. Arrival Sandheads:

3. Arrival Haldia:

4. Communication with the Port prior to arrival Haldia:

1	2	3	4	5	6	7	8	9	10
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5. Availability of Tugs at Haldia Reach:

1	2	3	4	5	6	7	8	9	10
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6. Performance of Pilot:

1	2	3	4	5	6	7	8	9	10
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7. Performance of MOH (terminal Officer assisting in Berthing/ Unberthing at Oil Jetty:

1	2	3	4	5	6	7	8	9	10
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8. Performance of Assistant Dock Master for vessel bound docks:

1	2	3	4	5	6	7	8	9	10
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9. Performance of Berthing Master for vessel bound docks:

1	2	3	4	5	6	7	8	9	10
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10. Courteousness, politeness and punctuality of employees/officials of this Division:

1	2	3	4	5	6	7	8	9	10
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11. Overall performance of the Division:

1	2	3	4	5	6	7	8	9	10
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Remarks:

FOR CARGO OPERATION

Your observation on Cargo handling services rendered by SH & CH Division

1	2	3	4	5	6	7	8	9	10
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Your observation on Cargo handling services rendered by P&E Division

1	2	3	4	5	6	7	8	9	10
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Remarks

**Based on your experience with us would you like to recommend HDC to others:
(Please tick the appropriate one)**

YES

NO

Remarks:

Date:

Master

