

Citizen Charter

The Chittagong Port Authority is the principal seaport of Bangladesh. Chittagong Port is handling about 90% of the total maritime trade of the country. An average growth rate of container traffic of 12% annually since last decade. In the new international economic order, ports were no longer were modal interfaces between surface transport and sea transport. They are now logistics and distributional platforms in the supply chain network that drove trade competitiveness. Provision of timely, cost-efficient accountable service to customers was an equally important objective of Chittagong Port.

Vision

To achieve international standard of efficiency and productivity against pre-set indicators for sea port by providing necessary level of service and facilities to the port users/ stakeholders at competitive prices and shortest possible time.

Mission

- To manage, maintain, improve and develop the port
- To maintain adequate and efficient world-class services and facilities in the port or the approaches to the Port
- To regulate and control of vessels berthing, safe movement and navigation within the port and Karnaphuli Channel
- To do such acts and things as may be necessary or convenient to be done in connection with, or incidental or conducive to the performance of its functions under Port Ordinance 1976 (Amended 1995)
- To develop a highly trained and motivated workforce to meet the growing demands of the port industry
- To take all necessary measures to ensure International standard of environment and port security

Commitment

- To provide the highest international standard of service to ship and cargo/container
- To provide the highest standard of safety and security according to ISPS code 2002
- To provide services within minimum cost and least possible time
- To ensure round-the-clock port operation

Management

The Chittagong Port Authority (CPA) is an autonomous body, functioning under the administrative control of the Ministry of Shipping, Govt. of the Peoples' Republic of Bangladesh. As per CPA Ordinance 1976 (amended 1995), Board is the highest level of authority in discharging its functions guided on questions of policy by such direction as may be given to it from time to time by the government. The Board comprises the Chairman (Chief Executive), Member (Harbour and Marine), Member (Engineering), Member (Finance) and Member (Admin and Planning). 15 departments under supervision and control of Chairman & Members however, carry on day to day administration of the CPA Board. The core responsibilities of these departments are given below:

Departments and their Core jobs/Responsibilities	Contact person and Telephone number
Administration Department Formulation and execution of policies on administrative and personnel matters including O&M, rules and regulations, human resource development and industrial relations.	Director (Admin) Tel: 88-031-2510874 Fax: 88-031-2510889

Departments and their Core jobs/Responsibilities	Contact person and Telephone number
Secretary Department Dealing with public relations protocol and press. Ensuring constant application of overall policies of the board and follow up with the policy	Secretary Tel: 88-031-2510869

matters of overall management and coordination.	Fax: 88-031-2510889
Planning Department Assesses port development requirements. Prepare development schemes; determine technical and economic feasibility of projects and monitoring of ongoing projects.	Chief Planning Tel: 88-031-2510886 Fax: 88-031-2510883
Traffic Department To provide stevedoring, shore handling and warehousing facilities to include berthing/unberthing and services related to cargo and container handling.	Director (Traffic) Tel: 88-031-2510 878 Fax: 88-031-2510 889
Security Department Ensuring round-the-clock security services to protect cargo/property within the port protected area and combat piracy within the port maritime limit in association with Army, Navy, Coast Guard and Marine department/CPA implementation of ISPS code and Port Special Measures Act to make a world class secured port.	Director (Security) Tel: 88-031-2510884 Fax: 88-031-2510889
Medical Department Controlling and providing all medical services to all employees of CPA and crews of vessels calling at Chittagong Port.	Chief Medical Officer Tel: 88-031-2510876 Fax: 88-031-2510889
Marine Department Ensuring marine operation, Conservancy, Pilotage, Berthing/ unberthing, policies of ISPS code, disaster forecasting planning & coordination, contingency planning & salvage and Ships logistic facilities.	Deputy Conservator Tel: 88-031-2510842 Fax: 88-031-2510 889
Hydrography Department Ensuring detail Hydrographic survey, dredging operation, river training and water related investigations including tide and current for proper navigability in the Kamaphuli Channel.	Chief Hydrographer Tel: 88-031-2510840 Fax: 88-031-2510889
Marine Workshop Ensure optimum use of equipment and water crafts installed/operated at marine workshop.	Dy. Chief Engineer (Marine) Tel: 88-031-2510843 Fax: 88-031-2510889
Electrical & Mechanical (E & M) Department Ensuring electrical & mechanical operations, maintenance and conduct operation for schedule facilities (electricity, telephone, transports, gas etc.) and equipment including all cargo and container gears.	Director (E & M) Tel: 88-031-2510877 Fax: 88-031-2510889
Engineering Department (Civil) including Estate Branch Responsible for maintenance and execution of all civil engineering works related to port.	Chief Engineer Tel: 88-031-2510893 Fax: 88-031-2510889

Departments and their Core jobs/Responsibilities	Contact person and Telephone number
Store Department Co-ordinating and ensuring proper planning and procurement of goods, spares, stationeries and other required stores as demanded from consuming departments on least-cost-basis.	Controller of Stores Tel: 88-031-2510891 Fax: 88-031-2510889
Finance & Accounts Department Formulating accounting and financial policies, procedure, methods, system, statements reports including internal accounting, record keeping and final accounts, preparation of budget, budget guidelines and performing other financial activities.	Chief Finance & Accounts Officer Tel: 88-031-2510880 Fax: 88-031-2510889
Computer Centre To provide all technological support to install and maintenance of computer and accessories within the CPA premises.	System Analyst Tel: 88-031-2510853 Fax: 88-031-2510889
Audit & Inspection Department Conducting internal audit and inspection to ensure that Port Authority's assets are adequately controlled and safeguarded and properly utilized.	Chief Audit Officer Tel: 88-031-2510857 Fax: 88-031-2510889

Services Provided by CPA in Brief

Department wise Services	Time frame	Contact person and Phone number
Marine Department		Deputy Conservator Tel: 88-031-2510842
Pilotage Services	24 Hours	Harbour Master Tel: 88-031-2510839
Navigational Channel Conservancy	48 Hours	Dock Master Tel: 88-031-2510854
Berthing/un-berthing including Radio Control	24 Hours	Radio Supervisor Tel: 88-031-2510856 Fax: 88-031-2510855
Fresh water supply to ships in jetties	12 Hours	
Fresh water supply to ships in outer anchorage	24 Hours (in good weather)	
Providing supports of Tug Boats, Mooring Boats, Buoy Lifting Vessels etc. as and when required.	As per situation	
ISPS code related services	As per situation	

Department wise Services	Time frame	Contact person & Phone number
Traffic Department Stevedoring and shore handling services through Berth operator/Terminal operator operation contractor	Round the clock	Director (Traffic) Tel: 88-031-2510 878
Services related to receiving, delivery and shipment of cargo/ container	Round the clock	Terminal Manager Tel: 88-031-801497
Delivery of cargo/ container through Roads, Rail and Water ways	1 Hour	Dy. Traffic Manager (Admin) Tel: 88-031-2510852
Transshipment/ re-shipment services	Round the clock	Dy Traffic Manager (Operation) Tel: 88-031-2510866
Storage facilities for break bulk cargo and container	Round the clock	Fax: 88-031-2510889
Hazardous cargo handling and storage facility	1 Hour	Dy Traffic Manager (ICD, Dhaka). Tel: 88-02-935 4084
CFS services for LCL containers	1 Hrs (Day time)	88-02-935 6787
Weigh bridge facility	10 Minutes	
ICD delivery facilities in Dhaka	1 Hours	
One Stop Service for documentation of break bulk and containerised cargo with on-line banking facilities	30 Minutes	
Delivery services at outer anchorage	Round the clock	
Issuance/renewal of various licences/NOCs to the stakeholders/ users	5 Days	
Settlement of claims/refund of over payment	45 days after verification/scrutiny	

Department wise Services	Time frame	Contact person & Phone number
Security Department Ensure on board security of foreign vessels and crews through watchmen appointed by shipping agents	Round the clock	Director (Security) Tel: 88-031-2510884
Manage and maintain a full-fledged standby Fire Service Unit	Round the clock	Dy Director (Security) Tel: 88-031- 2511530
Issuance of Temporary Gate Pass/ NOCs to all users	10 Minutes	2522201-29
Issuance/renewal of various licences/ Permanent Gate Pass to the stakeholders/ users	5 Days	Ext. 2502, 2555 Fax: 031-2510889
Hydrography Department Supply Tidal data and Water quality data to different organizations/ institutions for research	48 Hours	Chief Hydrographer Tel: 88-031-2510840
Supply River Survey Chart to different organizations as per govt instructions	48 Hours	Sr Hydrographer (Plng) Tel: 88-031-2522201-29
Issuance of dredging permission to out side agencies/organisations for removing silts or collection of sands from navigational Channel	45 Days	Ext- 2331 Sr Hydrographer (Field) Tel: 88-031-2522201-29
Provide Dredging and Survey Assistance to various organisations	45 Days	Ext- 2545 Fax: 88-031-2510889
Estate Branch Provide licence/lease/rent-out to the customers for agricultural, non-agricultural and commercial land of the port	2-3 Months (based on the merit of cases)	Dy Manager (Estate) Tel: 88-031-2510864
Renewal of licence/lease provides licence/lease/ rent-out to the customers for agricultural, non-agricultural and commercial land of the port	1- 3 Months (based on the merit of cases)	

Website

CPA has launched its own website www.cpa.gov.bd incorporating all its information/data including Services, Schedule of Charges and all tender notices for goods, works & services of the port. For any information users are requested to visit the above website.

Suggestions/Grievances and Clarifications

For availing any services or to lodge any grievances, criticisms or suggestions and clarifications, our valued port users are requested to consult with the concerned Departmental Officers over contact numbers as mentioned. Besides, port users may forward their

comments to any of the following addresses for overall improved operating efficiency and level of services:

1. Member (Admin & Planning)

Chittagong Port Authority
Bandar Bhaban, P.O.Box No. 2013
Chittagong-4100, Bangladesh.
Phone: 88-031-2526004
Fax: 88-031-2510 889
e-mail: map@cpa.gov.bd

2. Secretary

Chittagong Port Authority
Bandar Bhaban, P.O.Box No. 2013
Chittagong-4100, Bangladesh.
Phone: 88-031-2510869
Fax: 88-031-2510 889
e-mail: secycpa@cpa.gov.bd

3. CPA Liaison Office

33, New Iskaton Road, Ismail Lane, Dhaka.
Phone: 88-02-9666265

4. Complain Box placed in Ground floor, Bandar Bhaban and One-stop service centre within port protected area.