



JAWAHARLAL NEHRU PORT TRUST

पत्तन कार्यालय : प्रशासन भवन, शेवा, तातुका-उरण, नवी मुंबई - 400 707. Port Office : ADMINISTRATION BLDG., SHEVA, TALUKA - URAN, NAVI MUMBAI - 400 707.
मुख्य प्रबंधक (प्रशासन) Chief Manager (Admn.)-(022) 2724 2233, मुख्य प्रबंधक (यातायात) Chief Manager (Traffic)-(022) 2724 2218,
मुख्य प्रबंधक (प्रा.एच.वि.अ.) Chief Manager (M&EE)-(022) 2724 2218, मुख्य सतर्कता अधिकारी Chief Vigilance Officer- (022) 2724 4151,
मुख्य प्रबंधक (वित्त) Chief Manager (Fin.)-(022) 2724 2241, मुख्य प्रबंधक (प.सो.वि.) Chief Manager (PPD)-(022) 2724 2326, उप-संरक्षक Dy. Conservator (022) 2724 2301
Website : www.jnport.gov.in E-mail : info@jnport.gov.in

JNP/Fin/Rev/2014 /1191

January 22, 2014

CIRCULAR

It has been brought to our notice by our IT Department that agents are sending mails and making phone calls at CTCC, immediately after payments made. Due to these numerous calls from agents, the concerned officer/s at CTCC is engaged and other day to day work getting hampered. It is also noticed that some of the agents are communicating about the non-credit of payments in to their accounts very late i.e. after 2-3 months. This also creates problem in streamlining the payment with PCS. Considering the delay at PCS end and other network delays, normally a successful payment by agent takes atleast 4-5 hours to process and update in system. However, agents need to wait for 24 hours after successful payments before approaching JNPT. Agent should check the status of successful payment with JNPT Finance after 24 hrs. In case the successful payments are not updated in the system within 24 hrs, the agents should mail the payment details to PCS support with a copy to Finance and MS Section. In this connection agents/shipping liens/vessel operator are hereby advised to follow procedure indicated below to make PCS payment :

- 1) Please provide correct agent code.
- 2) Please ensure receipt of successful PCS report for transaction made.
- 3) Please wait for a day (24 hours) for receipt to be generated.
- 4) If receipt is not received/generated after 24 hours, please send mail to PCS support marking CC to MS Section as per details given below:

Details of Mail ID for PCS Support: support.ipcs@nic.in and cc to MS section under mail ID of:

- 1) Mr. Umesh Attarde – umeshattarde@jnport.gov.in
- 2) Ms. Pratiksha Thakur – pratikshathakur@jnport.gov.in

It is also observed that agents are making payment without giving complete details i.e. VIA No., or nature of payment. This result in delays in updation of their account. It is also requested to monitor your account on daily basis and if any receipt is not booked please intimate Finance Revenue Section within 30 days time to avoid delays at following mail ID:

- 1) Mr. Manohar Masur -- manoharmasur@jnport.gov.in
- 2) Mr. Ganesh Mokal -- ggmokal@rediffmail.com

All agents/shipping lines/vessel operators are requested to co-operate and ensure that receipt is obtained for every payment made so as to reflect in their account.



Chief Manager (F)

To,

All Shipping Lines/Agents/Vessel Operators
MANSA/BCHAA
CDC Notice Board, POC Notice Board

Copy to:

Chief Manager (T)
Manager (MCB)
Asstt Manager (Mktg)

M (MS)