

## **STANDARD OPERATING PROCEDURE (SOP) FOR CRUISE VESSELS AT INDIAN PORTS.**

The most important factor to deploy cruise ships in a particular country is the cruise passengers' experience. The handling of cruise is a multi-faceted operation involving procedures relating to security, immigration, customs, and health clearance, State Tourism Departments etc. for which SOPs had been developed with the consultation and approval of related Ministries in June, 2016 by Ministry of Tourism. Subsequently, Ministry of Shipping and Ministry of Tourism appointed a Consultant who after examining in detail the existing regulatory procedures relating to security, immigration, customs and port related clearance procedures for embarking and disembarking recommended further simplification so that embarkation and disembarkation is an expeditious process to allow passengers adequate time for pre-arranged shore excursion and for independent passengers to freely move from port to city and back. Ideally, the disembarkation from a cruise ship with a range from 2,000 to more than 4,000 passengers should not take more than 30 minutes- to 1 ½ hours with individual queuing times under 5 minutes for all the processes required. Keeping in view the internationally accepted timelines for embarkation and disembarkation, the SOPs for handling cruise passengers have been prepared in consultation with the stakeholders.

2. To achieve this objective, in the meeting of the Task Force held under the Chairmanship of Secretary (Tourism) and Secretary (Shipping) on 3<sup>rd</sup> July, 2017, it was decided to constitute a Committee which would come out with revised SOPs keeping in view the recommendations of the Consultant as well as the experience of the last cruise season.

3. A Committee was constituted by Ministry of Tourism on 12<sup>th</sup> July, 2017 under the chairmanship of Chairman, Mumbai Port. The first meeting of the Committee was held on 20.7.17 in Mumbai and another meeting was held on 05.09.2017 at Delhi. In between a meeting was held on 01.08.2017 with the concerned Government officials under the Chairmanship of Advisor in the Ministry of Shipping

to discuss in detail the proposed SOPs. After taking inputs from the concerned stakeholders, the SOPs have been finalized.

## 1. **Procedure by Steamer Agent**

- i. The Steamer Agent shall inform the details of the vessel arrival 6 months in advance to the Port Authority.
- ii. The Steamer Agent shall submit the Pre Arrival Notice for Cruise Vessel 15 days in advance to the Port Authority, Customs and Bol, and upload the details through PCS at least seven working days prior to the arrival.

### 1.2 **Port Facilities**

- (i) Priority berthing of cruise vessels should be provided on arrival.
- (ii) Berthing should be at dedicated berths, with a cruise terminal, and away from dirty cargo handling areas.
- (iii) Berthing and sailing of cruise vessels should be available on 24x7 basis.
- (iv) Port shall make available good quality fresh water with test certificates, supply of good quality ship stores, bunkers and proper STP for reception of grey water, etc.
- (v) Port shall make available good quality bunkers at competitive rates and with a minimum of paperwork.
- (vi) The Port should give one single, long-term permit to Cruise operators, agents, etc. for berth entry.
- (vii) The Port should permit souvenir shops, coffee shops, bank exchange counters, duty-free outlets, etc. on a daily rental basis at the Cruise Terminal.
- (viii) All clearances for Tour Operators shall be made available by the Port Authority and Customs at one point in the Cruise Terminal.
- (ix) Port will provide counter & office space to Immigration for PRM, biometric machines etc.

### 1.3 **Procedure to be followed by Ports**

a. On receipt of Pre Arrival Notice the Port Authority shall call a coordination meeting with all agencies involved, including Bol, Customs, CISF, State Police, Tourism Department, Steamer Agent, and Tour Operators. Action as below shall be taken.

**1.3.1 Berthing**

**(i) Intimation of Vessel Call**

- Vessel Agent shall submit electronic information regarding vessel call well in advance.
- Vessel Agent to inform ETA electronically at regular intervals, as required for priority berthing.

**Action:** Vessel Agent Port/concerned port officers.

**(ii) Pre-berthing formalities**

- Vessel Agent shall submit documents online about the vessel berthing and lodge deposit at Port towards Vessel related charges through PCS.
- Agent shall submit declaration regarding vessel carrying hazardous cargo, if any.
- Vessel Agents shall use PCS/e-payment mode to pay Port charges.

**Action:** Vessel Agent/concerned port officers

**1.3.2 Berth Allotment**

- The Agent shall provide exact ETA electronically and shall request for berth allotment.
- Sr.Dock Master, Sr. Dy. Manager, ID/ similar functionaries of respective Port shall allot berth and time of berthing electronically within 12 hours of the request.

**Action:** Vessel Agent Port/concerned port officers

- i. Provision of crane, forklift and gangway at time of berthing.

- Vessel Agent shall inform electronically concerned ATM, of requirement of crane, forklift and gangway and also request permission for using the same.
- Concerned ATMs to ensure provision of crane, forklift and gangway at the time of berthing. Agent is free to make the arrangement of equipment, himself also.

**Action:** Vessel Agent Port/concerned port officers (to be designated by ports)

### 1.3.3 Preparation of Terminal for Passenger Arrival

- (i) Cleaning of Berth and Terminal
  - Vessel Agent shall inform in advance the timing of arrival of vessel to concerned ATM of port who in turn shall ensure cleanliness at Cruise Terminal and surrounding areas.

**Action:** Sanitary officials of the port.

- (ii) Arrangement of Furniture/ fixtures
  - Concerned cell/ Deptt of the Port shall ensure arrangements of passenger amenities as per requirement of Vessel Agent.
  - Advance intimation of berthing of cruise vessel shall be sent online by port to Sr. Commandant, CISF prior to vessel arrival.

**Action :** Ports to designate officials.

- (iii) Providing seating requirements of CISF/ Immigration/Customs.
  - Ports shall look after provision of seating requirement of CISF, Immigration, and Customs.

**Action:** Ports to designate officials.

- (iv) Ports to designate officials for upkeep of electronics & electrical equipment kept at Cruise Terminal for use of CISF (X-Ray Machines, DFMDs, HHMDs & Computers with software) and electrical points, lighting and AC.

**Action :** Dy. Director (E&T/EDP), CME/Similar port functionaries, CISF, CME

- (v) Access to Port officers, staff and their vehicles.

- Port Officers and staff shall be allowed access to terminal building/wharf and also on onboard will be limited to those officials designated to handle cruise.

**Action :** CISF/Vessel Agent

#### **1.4 Tour Operators**

- (i) Provision of permits for Tourist guides along with executives of tour operators.
  - Tour operators are required to register with Port portal electronically for access control and take out online permits for their personnel as per their requirement through Access Control System.
  - In case of urgent requirement, permit shall be issued on request letter by Agent.

**Action :** Port to designate officials for issue of permit.

- (ii) Permits for vehicles of tour operators
  - The vehicles i.e. coaches, tourist cars, taxis, etc. will be pre-registered by Ports for seamless entry and exit through Access Control System of Port.

**Action :** Port to prescribe procedure and to designate officials for issue of permit.

- (iii) Permits for Drivers and Cleaners
  - The drivers and cleaners would also be pre-registered with their Aadhar Card number and Mobile number through Access Control System. The details of driver and cleaner detailed to a bus would be filled up by the Port User at the time of obtaining vehicle's pass/ permit. If there is any change in the detailment of driver/cleaner the access control system

shall allow the same for the preregistered drivers/cleaners. If the cargo operations are completely separated from passenger operations checks will be done at the Terminal entry point. At the gates CISF will ensure only authenticity of vehicles.

- In case cargo operations are not segregated from passenger operations checks will be done at the Gate for authenticity of vehicles and for authenticity of Passengers.

**Action :** Port to prescribe procedure and to designate officials for registration & issue of permit.

- (iv) Providing space for parking coaches.
  - Ports to ensure adequate and well maintained space is available for parking tourist coaches during waiting for passenger arrival/departure.

**Action:** Port to designate officials.

### **1.5 Entry & Exit of Vehicles through Access Control System/ Pedestrian**

- (i) Vehicle/ Pedestrian entry at gate & Passenger Embarkation procedure
  - The concerned Gate and Docks shall remain open for vehicle/pedestrian movement for entire duration of stay of passenger vessel. All the men, material and vehicles concerning Cruise Vessels will be allowed through one gate designated and can make as many trips as required. CISF will ensure proper checks and allow the vehicle.

**Action :**Gate Inspector/CISF

- (ii) Exit of vehicle through Access Control System / Disembarkation
  - CISF will adopt methodologies for checking of passengers who disembark for Local tours and return and also for Passengers who finally exit the port on disembarkation. [Procedural details furnished in CISF SOP]

**Action:** Gate Inspector/CISF

### **1.6 Cultural programmes to be permitted on Cruise Ships**

- (i) On board cruise vessels for passengers.
  - The organizers/ Vessel Agent/ Tour Operators to seek permission electronically for organizing the event from port 07 days in advance, port shall permit electronically within 02 days.

- They should take out permits electronically by providing complete details of men and equipment 02 days in advance.

**Action:** Vessel Agent, Port officials/CISF

(ii) For outside visitors for promotional activity

- Organizers/Vessel Agent/Tour Operators to seek permission from designated officials of port, electronically 07 days in advance. They should take out permits by providing complete details of men and equipment, electronically 02 days in advance. CISF to be provided advance information on details of permits issued for such persons and equipments.

**Action :** Vessel Agent, Port officials/CISF.

(iii) For promotional activity involving media.

- Organizers/Vessel Agent/ Tour Operators to seek permission electronically from designated officials of port, 07 days in advance.
- They should take out permits by providing complete details of men and equipment, electronically 02 days in advance.

**Action:** Vessel Agent, Port officials/CISF

## **1.7 Shuttle Bus Service & Passenger Baggage**

(i) Shuttle Bus Service

- Shuttle Bus Service to be provided for Vessel Agent/ Tour Operators for ferrying passengers from Gate to Cruise Terminal and vice-versa for cruise passenger activities by Pre-registered vehicles going to city on their own.

**Action:** Vessel Agent/Tour Operator

(ii) Baggage Handling (specific to Mumbai Port)

- Vessel Agent shall accept baggage from boarding passenger at gates.
- Vessel Agents shall make arrangements for ferrying luggage from Gate to Terminal for screening.

- Vessel Agent shall make arrangement for porters for handling baggage/ luggage during screening.
- Vessel Agent to seek permits electronically for porters/handlers by registering for permits atleast 01 day in advance.

**Action :** Vessel Agent, ATM Permit/ similar port functionaries

## **1.8 Activities at Berth**

### **(i) Supply of Provision**

- Cruise line shall place order for supply of provision with Vessel Agent or vendor.
- Vessel Agent to forward order to vendor.
- Vendor to file shipping bill and complete custom and port formalities and pay Port Trust charges as applicable through e-payment mode.
- Vehicle permits if required shall be issued by Port electronically through Access Control System at designated place under intimation to CISF.

**Action :** Vessel Agent, Vendor, CISF, port designated officials.

### **(ii) Supply of Bunker**

- Cruise line shall place order for supply of bunker with Vessel Agent or vendor.
- Vessel Agent to forward order to vendor.
- Vendor to complete custom and port formalities and pay Port Trust / Berth hire charges as applicable through e-payment mode.
- Details to be submitted to concerned port functionaries electronically.

**Action :** Vessel Agent Vendor



(iii) Supply of Fresh Water

- Cruise line shall place order for supply of fresh water with Vessel Agent or vendor.
- Vessel Agent to forward order to vendor.
- Vendor to complete custom and port formalities and pay Port Trust / Berth hire charges as applicable through e-payment.
- Details to be submitted to concerned port functionaries electronically.

**Action:** Vessel Agent, Vendor

(iv) Sludge Oil Clearance

- Cruise line shall place order for sludge oil clearance from vessel with Vessel Agents/ vendor.
- Vessel Agents/Vendor shall take permission electronically from designated officials of the port prior to discharging sludge.
- Upon completion of customs, pollution control cell's formalities and delivery to be allowed on payment of Port Trust charges through e-payment mode. Vehicle movement to be through Access Control System.

**Action :** Vessel Agent, Vendor, Dy. Mgr. Cargo Accountal, Pollution Control Cell./ Similar Port Functionaries.

(v) Garbage

- Cruise line shall place order for garbage clearance with Vessel Agents/ Vendors.
- Vessel Agents/Vendor shall take permission from Customs and Dy. Manager, Cargo Accountal, prior to discharging garbage.
- Vendor to inform sanitary supervisor concerned prior to discharging garbage.
- Ports to ensure clearance of garbage as per procedure.

**Action:** Vessel Agent, Vendor, Cargo Accountal, Sanitary Sec. CISF/ Similar port functionaries

## **1.9 Entry/Exit of vehicles deployed for emergency services & Port Vehicles**

- Vehicles deployed for emergency services such as Ambulance, Fire Tenders etc. & Port Vehicles shall be accorded topmost priority and shall be allowed to enter and exit port premises without CISF insisting for vehicle permit. It is purely during emergencies.

**Action:** CISF, Gate Inspector

## **2. BUREAU OF IMMIGRATION CLEARANCE PROCEDURE**

### **2.1 Bol Clearance Procedure for International Pax/Crew**

- (i) The Cruise Operator or Shipping agent shall be required to create User id/password by registering online on e-Landing Card system by providing Cruise related details. User id/Password would be valid for the complete Cruise itinerary.
- (ii) The Cruise Operator or Shipping agent shall then login and upload the following details on the online system of Bol at least 96 Hours prior to the arrival of the Cruise at the first port of arrival in India: -
  - a) Passenger/Crew Name (as per Passport)
  - b) Passenger/Crew Surname (as per Passport)
  - c) Passport Number
  - d) Nationality (as per Passport above)
  - e) Gender
  - f) Date Of birth( DD/MON/YYYY)
  - g) Whether Crew/Pax
  - h) Visa Number (Not mandatory)
- (iii) Bol will endeavor to reduce the period to 72 hours. The Cruise Operator would have the option to keep adding passengers/crew under the cruise ID. However, visa note would be preferable for passengers added subsequently. Facility for bulk uploading through excels (.xls or .xlsx) files shall also be made available to the Cruise operators. In some cases, Bol can ask for more details like Visa Number etc of the passengers from the Cruise operators/Shipping agents through email, prior to grant of e-LC.
- (iv) The Cruise list submitted would be processed & scrutinized by Bol and e-Landing Card (e-LC) in pdf format would be sent by email to the Cruise Operator/Shipping agent on their email ID given at the time of Registration, well before arrival of the ship.

- (v) The e-LC shall be downloaded by the Cruise operator and print outs handed over to each passenger intending to disembark at the first port of call. The e- Landing Card shall have the passenger photo and shall also be bar code enabled for faster processing.
- (vi) The passengers shall carry a print-out of the 'e-Landing Card' while leaving the Ship. It would be mandatory to carry the e- Landing Card at the time of entry/exit at each Seaport within India. Ship ID Card would not be treated as valid document for entry/exit at seaports.
- (vii) Face to face check shall be done by the Immigration Officers at the first port of entry and the last port of exit only, and the Passport and 'e-Landing Card' would be stamped by the Immigration Officers. E-Landing Card would be stamped at the first port of entry only.
- (viii) At the first port of arrival, pax/crew shall present valid Passport, Visa or e-Landing Card to Immigration officer at the counter. Passport shall be swiped through PRM or e-LC shall be read through barcode readers. Passport would be stamped and handed over to the individual /ship pursuer as the case may be. Biometric enrolment shall be mandatory for passengers arriving on e-Visa for which necessary machines / personnel will be arranged by ports / immigration to ensure that there are no delays. At the time of departure from the first port to next intermittent port within India, e-LC would be read via barcode readers and pax reconciliation would be done. Arrival- Departure matching would be done to ensure that no pax is left behind.
- (ix) At intermittent ports, only e-LC would be read at the time of entry/exit. The system would ensure that e-LC has been previously read at the previous port and alert the officer about such pax/crew. Arrival-Departure matching would be done to ensure that no pax is left behind and e-LC would be stamped. For passengers/crew who have not disembarked at first/previous port of arrival, intermittent port would be considered as first port of arrival and procedure at Para (vii)/(viii) would be followed in such cases.

- (x) At intermittent ports, Passports of the passengers/crew, who have undergone Immigration clearance at first Indian port of Cruise itinerary, shall be retained by Cruise operators with an electronic undertaking to Immigration that pax/crew shall be using e-LC for entry/exit at Intermittent ports.
- (xi) At the port of departure (last port in India), e-LC would be read and cross checked. Immigration clearance would be accorded and passport would be stamped. e-LC would be invalidated in the computer system and retained by immigration at the last port i.e. when the ship departs to next international port outside India through a drop box mechanism to be arranged by the Port. When the ship re-visits India after visiting foreign port outside, the journey would be treated as fresh new arrival and new e-LC would have to be procured as per procedures above.
- (xii) The e-Landing Card shall be valid through ports specified by the Cruise operator at the time of Cruise ID creation. The validity of the e-Landing Card shall be only till the Cruise departs from the last Indian Port.
- (xiii) The Cruise Operator shall also submit a manifest electronically to Immigration officer at all ports clearly indicating the number as well as details of pax, crew, domestic pax, Home port pax etc.

## **2.2 BoI Clearance Procedure for Domestic Pax/Crew embarking/ disembarking to/ from International Cruise**

- (i) Passengers boarding International Cruise for domestic travel shall be mandatorily required to carry valid, Indian Govt. I-card with photo / Passport for (foreigners). They will be issued e-LC with "D" sticker for prominent segregation from international passengers.

- (ii) At the time of departure (embarkation on the Cruise), the Passengers shall be cleared through Immigration after security checking. Their passport would be swiped through PRM and e-LC would be read.
- (iii) At the time of Arrival (disembarkation from the Cruise), the Passengers passport would be swiped through PRMs, e-LC would be read and cross matching would be done and stamped.
- (iv) The Cruise operator shall be required to mandatorily submit a manifest of Cruise electronically clearly indicating the number as well as details of pax, crew, domestic pax, Home port pax etc to Immigration In- charge at all the ports within India.

### **2.3 BoI Clearance Procedure for Foreign Pax/Crew arriving through air and boarding international Cruise at Home Port or disembarking from Cruise at intermittent/ final ports for flying out via air**

- (i) Foreign Pax arriving through air and boarding International Cruise at Home port shall be required to obtain e-Landing Card electronically from Immigration, which would be valid till the itinerary of the Cruise. The e-LC would be issued by Immigration In charge at the Home port of the ship, which shall be valid till itinerary of the Ship.
- (ii) The e-LC shall enable the foreigner to enter/exit the port premises and it would be valid till Cruise departs from last Indian port. The e- LC would be invalidated and retained by Immigration at the last port.
- (iii) Passport of the passenger would be retained by Cruise Operator at Home Port till sailing of the vessel with an electronic undertaking to Immigration for allowing final departure on the passport of the passenger after surrendering the e- LC at the last port of call.
- (iv) At intermittent ports, the passengers who have embarked the Cruise at Home port shall use the e-LC for entry/exit. Their passports shall be retained by Cruise operators with undertaking to immigration and final

departure shall be taken at the last port of call for further intended destination by surrendering the e-LC.

- (v) If the foreigner intends to disembark the Cruise (so that he/she can fly out via- air) at intermittent/last port, he/ she shall be required to carry his/ her passport for Immigration clearance. The e-LC would be invalidated and retained at Immigration Counters. He/she shall be allowed exit from the port premise based on the Passport and valid Indian Visa in his/her possession.
- (vi) The Cruise operator shall be required to mandatorily submit a manifest of Cruise clearly indicating the number as well as details of pax, crew, domestic pax, Home port pax etc. to Immigration In-charge at all the ports within India.

### 3 Customs Clearance Procedure

3.1 On arrival of the vessel at the berth Customs shall clear the vessel after sealing the bonded ship stores and receiving the documents below.

3.2 The Steamer Agent of cruise vessels shall present to Customs at each port of call, an electronic Arrival Manifest, which should contain the following information.

- (i) Arrival details of the vessel [An application for Entry Inwards (Form 56)].
- (ii) A general declaration (Form 57) giving details of
  - a. Name of Ship, Nationality, Name of Master, tonnage etc]
  - b. List of crew members (transit and disembarking to be shown separately)
  - c. List of passengers (transit and disembarking to be shown separately)
- (iii) A Cargo Declaration (Form 58) [In case the vessel carries any cargo under Bill of Lading]
- (iv) Declaration of goods (Form 59)
  - (a) This needs be given in respect of all bonded stores
  - (b) Arms and ammunitions, Drugs and dangerous cargo/animal list
- (v) Last port clearance
- (vi) Ship's currency declaration

3.3 The ship stores for consumption on board during the stay of the vessel are permitted to be issued from the vessels bond before the bonded stores are sealed by Customs. The overall quantities of the stores would be issued at one time for such period which should normally cover the period of the vessel's stay in India.

3.4 The cruise passengers can use either green channel/red channel while coming out of the terminal as is the practice at the air ports.



#### **4 PHO Clearance Procedure:**

4.1 The Shipping Agency will submit documents as per list to PHO, well in advance (at least two working days before the scheduled arrival of the vessel). List of Documents attached at **Appendix 1**.

4.2 After scrutiny of documents by PHO of first Indian Port (PoE) if:

a) Vessels arriving from Yellow Fever Endemic Area within 30 days from departure

Or

From an area declared as affected for Public Health Emergency of International Concern (PHEIC) by World Health Organization/Govt. of India within prescribed period.

b) Not arriving from areas, but having crew/passengers originating from these areas and arriving to first Indian Port within incubation/prescribed period.

c) Having sick on board/death on board and signs/symptoms suggestive/suspected of Yellow Fever/PHEIC.

Such cases vessels will be considered as suspected and PHO will board the vessel first on arrival at anchorage or at berth and grant free pratique after ensuring that the ship is safe for Cruise Vessel Operations and others to board.

4.3 All other vessels will be treated as Healthy Vessels and will be granted Pratique and Health Clearance after inspection and verification of documents & information, as per convenience of PHO/Ship Agent without any restrictions for all the boarding formalities by other agencies, before sailing.

4.4 Vessels Calling from Indian Ports to other Indian Ports:

a) If no significant risk develops/is reported during the voyages (after the first pratique), vessels will be treated as Healthy Vessels and will be granted Health Clearance after inspection and verification of document & information as per convenience of PHO/Ship Agent without any

restrictions for all the boarding's formalities by other agencies, before sailing.

- b) If significant risk develops/ is reported during the voyages, the vessel will be treated as suspected vessel and will be cleared accordingly, and may require boarding for inspection.

### List of Documents to be submitted by Shipping/ Agent in advance to PHO

1. Maritime Declaration of Health
2. Port of call list
3. Ship Sanitation Control Exemption Certificate/ Ship Sanitation Control Certificate / extension to SSCHC.
4. Nationality wise breakup of Crew / Passengers
5. Embarkation dates/ Disembarking of Passengers / Crew
6. List of Yellow fever vaccination of Crew
7. List of Yellow fever vaccination of Passengers who have visited or are from the Yellow fever Affected Countries.
8. List of Crew / Passengers Not having yellow fever vaccination certificates with Nationality and Date of departure from yellow fever endemic area.
9. Medical log (GI Diseases log. Other Diseases/injuries log) / Medicine chest Certificate / Medicine list / Narcotic list
10. Pratique Certificate if coming from other Indian Ports
11. Any other declaration as and when prescribed by WHO / Govt. of India,

### List of Documents to be made readily available for clearance during Inspection

1. Crew list / Passenger list
2. Yellow fever vaccination cards of Crew
3. Yellow fever Vaccination Cards of Passengers who have visited or arc from the Yellow fever Affected Countries.
4. Ships particulars
5. Dangerous goods manifest
6. International sewage pollution prevention certificate (ISPPC)
7. Garbage log / Garbage to be disposed at Port / Waste management plan
8. IMO Ballast water reporting form/ Ballast water record book / Ballast water management certificate
9. Water safety plan/ Water management plan
10. Portable water analysis report
11. Rat log / Management plan for vector control
12. Provision list to be procured from port.

### Information to be provided at the time of Inspection

1. Date & time of EOSP, Date & Time of Pilot on board. Date & Time of sailing.
2. Details of Medical facility- No. of Beds in hospital. No. of Doctors, No. of Nurses, any other staff.
3. Details of No. of fresh water tanks, their last cleaning dates, fresh water quantity, source of fresh water.
4. Type of Sewage Treatment plant- Chemical/ Biological / Bio chemical.
5. System of garbage disposal- Incineration /collection.
6. Anti-rodent measures- No. of Rat guards in position. No. of Rat Traps etc.

## C I S F

### 5.1 The objective:

The purpose of these SOPs is to establish a seamless and easy-to-follow, set of security protocols at our cruise ports, while avoiding needlessly divergent security practices. While it is critical that all our security drills and processes as well as those mandated under the ISPS Code are followed diligently, it is also important that cruise passengers and all other stakeholders are able to enjoy a positive experience at our ports, leading to “the right look and feel” concept. Undue delays and unpleasant experiences during security/ customs are perceived as bad port experience, while well-streamlined and well-executed security drills in a port will be appreciated by the passengers.

The success of the cruise operations will depend on the dynamic interfacing and coordination between the various authorities and stakeholders. The CISF officers in charge need to keep close liaison with these players for successful handling of the cruise. Further, the efficiency of cruise operations requires good communication between all these stakeholders. Senior officers of the port and CISF should take special care to enhance the quality of communication between these stakeholders:

- a. The Port administration
  - i. Traffic Manager
  - ii. Cruise Terminal Manager / operator
- b. Security (CISF)
- c. Customs
- d. Immigration
- e. Port Health Department
- f. Local administration / Local Police
- g. Tourism Department /
- h. Shipping agents/ cruise agents
- i. Travel Agents/ Tour operators
- j. Shop keepers / Hospitality depending on cruise operations
- k. Cruise Lines
- l. Ground Transport operators (Buses / Taxis).

## **5.2 Strategize and plan, together**

Existing security scenario requires that CISF, in collaboration with all other stakeholders should ensure that the operations comply with all security imperatives and principles of ISPS Code.

Each port has its own geographical and infrastructural peculiarities. The port management and the CISF should work together to plan a cruise management strategy, involving a seamless passenger flow in respect of both embarking and disembarking passengers in such a way that the requirements of security, customs, immigration and other national security demands are integrated into the port operational work flow, to avoid any conflicts or discomfort to passengers.

It is very important to completely segregate passenger handling operations from cargo operations.

## **5.3 OPERATIONAL AREA**

Operational area for the purposes of these SOPs - denotes the protected area from Main access points (Gates) of the cruise area of the Port - to the Cruise Terminal - including the Vessel - as well as the waterfront, where the cruise vessel is berthed.

### **Requirements of CISF**

- a) Dedicated Entry / Exit Gate for Passenger Movement.
- b) Dedicated Approach Road to Cruise Terminal
- c) Sufficient number of Barricades / Stanchions for deployment and guidance of passengers.
- d) Clear Signage Boards
- e) Parking space for the Vehicles near to the Terminal
- f) Availability of Prepaid Taxi counters
- g) Segregation / Demarcation of Berthing area demarcated clearly, using appropriate kind of barriers
- h) Computer systems with appropriate software for passenger handling.
- i) Scanning facilities (X-BIS), Conveyor Belts, Baggage loading and collecting points, DFMDs, HHMDs, EVDs.

- j) Few Bar code readers to cross check E-Landing cards.
- k) Utility services like Food joints / shops and wash rooms inside the terminal for Passengers and on similar lines outside the Terminal for drivers / conductors/ guides /agents etc.
- l) Effective Pass system for Travel/ Tour operators, agents, guides, buses and other vehicles with clear cut periodicity to be mentioned for the Cruise season.

#### **5.4 Embarkation Procedures -Domestic movements - From one Port of India to another Port**

- a) Tour Operator representatives will bring the Cruise Passengers to the Terminal in Buses / Shuttles/ Taxis which are registered with the Port Authority. All Passengers will be required to carry their Tickets (Mail) and ID documents for Domestic Passengers, For Foreigners -Ticket (Mail) and Passports) in hand for checking at the Entry Gate and directly proceed to the Terminal. Passengers coming directly by vehicles registered with the Port will have to be notified about this drill in advance and they should be advised to carry documents in hand.
- b) At the Terminal entrance, they will de-board and proceed to the cruise liner counter to collect the Ship boarding card. In case domestic passenger boards International Cruise the boarding cards will have letter "D" written in bold to distinguish domestic passengers from International passengers. Passengers shall have to leave their check in baggage at the counters meant for the same and they will be taken to pass through Pre embarkation security check point for Personal and hand baggage screening.
- c) At the Terminal Exit point, Ship Boarding cards and ID cards for domestic passengers and passport for foreigners will be checked, and cross-checked electronically against the

passenger manifest. After this, the passengers shall be guided to proceed to the ladder / gangway point to board the vessel.

### **5.5 Embarkation Procedures for an International Cruise -India to abroad.**

- a) Tour Operator representatives will bring the Cruise Passengers to the Terminal in Buses / Shuttles/ Taxis which are registered with the Port Authority. All Passengers shall be required to carry their Tickets (Mail) and Passports) in hand for checking at the Entry Gate and directly proceed to the Terminal. Passengers coming directly by vehicles registered with the Port will have to be notified about this drill in advance and they should be advised to carry documents in hand.
- b) At the Terminal entrance, they will de-board and proceed to Cruise liner counter to collect the Ship boarding card. Passengers shall have to leave their check in baggage at the counters meant for the same and they will be guided to proceed for Immigration checks. Subsequently they shall pass through Pre embarkation security check point for Personal and hand baggage screening.
- c) At the Terminal Exit point, Ship Boarding cards and Passports will be checked, and cross-checked electronically against the passenger manifest. After this, the passengers shall be guided to proceed to the ladder / gangway point to board the vessel.

## **5.6 Procedure for handling Transit Passengers**

- a) Passengers who disembark for local tour and who are in possession of e-landing permits, will board pre-registered vehicles for the purpose. They will be escorted by tour operators' guides who shall be responsible for their safe conduct and return to the vessel.
- b) Passengers who tour independently or in small groups shall be facilitated through identified prepaid taxis.
- c) On their return from the local tour, (by designated vehicles), only passengers holding / carrying E- landing permits shall be allowed to the Terminal.
- d) Passengers before exiting the terminal shall be subjected to security checks and at the Terminal Exit CISF will check the Ship Boarding card and e-landing permit.

## **5.7 Procedure for Disembarkation.**

- a) Passengers disembarking the Ship shall have to go through the Immigration clearance inside the terminal and while this process is on, their check-- in baggage's will have to be screened. At the security check point the Passports shall be checked for Immigration clearance in case of Internationals and for Indian Passengers during International Movements.

## **5.8 Other guidelines on Access Control**

- Besides above, for organizing cultural programmes and promotional activities information in advance shall be given to CISF and CISF shall check men, material and vehicles and shall facilitate through the gate designated for Cruise movement.
- Similarly Cruise Vessel Services like supply of bunker, supply of fresh water, sludge oil clearance, Garbage clearance etc shall be facilitated through the Designated gate meant for Cruise Passenger movement. CISF to ensure all checking formalities and shall facilitate the same.



- In instances where Law Enforcement agencies like State Police , and other Specialized agencies having powers under scheduled acts like NDPS , Excise and Taxation laws , Wild life Crime Act etc while performing their duties such as enforcement , prevention , detection and Investigation etc inside the Port premises , for the purpose of coherency of functions may inform CISF Unit In charge who in turn will render assistance for all these agencies in consonance of Law.

**6. State Govt Role**

- 6.1 City Corporation and the State Tourism Department shall endeavour to create an entertainment zone near Cruise Terminal with Parks, Restaurants, Bars, Gymnasium, Shopping Arcade, etc., with long working hours for promoting spending by Cruise passengers to help the local economy.
- 6.2 State Tourism Department shall facilitate visit of cruise passengers to places of interest by providing trained guides and tourist-friendly transport, and provide free shuttle service buses to the city.
- 6.3 State Govt shall empanel taxis & autos for use by cruise tourists.
- a. The antecedents of their drivers should be verified, and their empanelment should be dependent on the feedback of the users.
  - b. State Govt shall operate a counter for pre-paid taxis & autos at the Cruise Terminal. State Tourism Department may arrange reception and quality cultural shows for cruise calls at the Cruise Terminal.

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(Reference: Ministry of Tourism, GoI Lr No.10-1(1)-2015-NT dt 18/11/2017)