

# General Guideline of Cruise / Container /RoRo /Bulk & Break-Bulk Operations at HIPG

## 1. General

The purpose of this document is to describe operational procedures applicable for the handling of vessels calling at the Port of Hambantota, Hambantota International Port Group, hereinafter called and referred to as “HIPG” in this document.

### 1.1. Abbreviations

ATA	Actual Time of Arrival
ATB	Actual Time of Berth
ATD	Actual Time of Departure
ETA	Expected Time of Arrival
ETB	Expected Time of Berth
ETC	Expected Time of Completion
ETD	Expected Time of Departure
BTOS	Bulk cargo Terminal Operating System
CSD	Customer Service Department
GHS	Gate House Supervisor
CHA	Customs House Agent
ICDP	Import Cargo Delivery Pass
DG	Dangerous Goods
DWT	Dead Weight Tonnage
EDI	Electronic Data Interchange
CHR	Cargo Handover Receipt
CTR	Cargo Takeover Receipt
HIPG	Hambantota International Port Group
HIPS	Hambantota International Port Services
OOG	Out Of Gauge (OH-Over Height, OW-Over Width, OL-Over Length)
POD	Port Of Discharge
POL	Port Of Loading
CEU	Car Equivalent Unit
PPE	Personal Protective Equipment
FEU	Forty-foot Equivalent Unit
TEU	Twenty-foot Equivalent Unit

## 1.2. HIPG Operations Working Hours

OPS Section	Working Hours	Holidays
Terminal Operations	24 Hours	None
OPS Administration	08:30 to 17:00 hrs	Saturday & Sunday in addition to the company declared holidays

## 1.3. HIPG Operations Contact Details

Seq	Name	DEP.	Contact No	Email
1	Duty Manager	OPS	0764077600	<a href="mailto:dm@hipg.lk">dm@hipg.lk</a>
2	Yuri Kannangara	GM –OPS General Manager	0764077602	<a href="mailto:yuri.kannangara@hipg.lk">yuri.kannangara@hipg.lk</a>
3	Thusith Dabare	OPS-Senior Manager	0764077604	<a href="mailto:thusith.dabare@hipg.lk">thusith.dabare@hipg.lk</a>
4	Danushka Pinto	OPS-Planning & Control Manager	0764077606	<a href="mailto:danushka.pinto@hipg.lk">danushka.pinto@hipg.lk</a>
5	Thilina Perera	OPS-Operations Manager	0764077607	<a href="mailto:thilina.perera@hipg.lk">thilina.perera@hipg.lk</a>
6	Planning	OPS-Planning & Control Section	0764077605	<a href="mailto:planning@hipg.lk">planning@hipg.lk</a>
7	Berth Planning	OPS-Berth Plan Section	0764077625	<a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a>
8	GHS /CSD	OPS-Gates/Customers Service	0472888940 0472888942	<a href="mailto:csd@hipg.lk">csd@hipg.lk</a> , <a href="mailto:supervisor.csd@hipg.lk">supervisor.csd@hipg.lk</a>

## 1.4. Services

Seq	Service	DEP.	Contact No	Email
1	Freshwater, electricity	ENG	0764077799	<a href="mailto:chinthana.jayasekara@hipg.lk">chinthana.jayasekara@hipg.lk</a>
2	IMDG, Safety Section	HSE	0764077800	<a href="mailto:safety.officer@hips.lk">safety.officer@hips.lk</a>
3	Pass Office, Port Security	SEC	0472277792 0764078090	<a href="mailto:port.pass@hips.lk">port.pass@hips.lk</a> <a href="mailto:shylendra.jeewakarathna@hips.lk">shylendra.jeewakarathna@hips.lk</a>
4	Port Control, Mooring	HIPS	0472277701	<a href="mailto:portcontrol@hips.lk">portcontrol@hips.lk</a>
5	Billing	HIPG	0472888831 0472888832	<a href="mailto:billing@hipg.lk">billing@hipg.lk</a>
6	DOC Centre	HIPG	0472888834 0472888835	<a href="mailto:doc.centre@hipg.lk">doc.centre@hipg.lk</a>

## 2. Vessel Arrival / ETA Information to HIPG

- 2.1. ETA of Cruise/Ro-Ro / Break Bulk/Container vessels shall be given in writing by the vessel agent to Berth planning of HIPG (BPL – [bpl@hipg.lk](mailto:bpl@hipg.lk)).
- 2.2. ETA information should be submitted to HIPG, from Monday to Sunday between 0800 hrs to 1100hrs.
- 2.3. ETA information to be submitted to HIPG by vessel agents as per the below table.

INFORMATION ITEM	CONTENTS	CUT OFF TIME (Before Vessel ETA Unless Otherwise Stated)	DEPARTMENT TO BE NOTIFIED
Long-term schedule / Monthly schedule	ETA /Service/Vessel Operator Name, Call Sign/Name of the vessel /vessel particulars/Voyage/Last Port/Next Port/draft/Port rotation/ LOA/Beam / /Discharge/Load /ROB/SOB	<b>35 days</b>	BY VESSEL OPERATOR to <a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a> ; <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>
Vessel Particulars / Characteristics, Ramp.	ETA /Service/Vessel Operator Name ,Call Sign/Name of the vessel /Vessel particulars/Voyage/Last Port/Next Port/Port rotation/LOA/Beam / /Discharging/Load /ROB/SOB,TOS vessel profile/expected time of sailing	<b>21 days</b>	BY VESSEL OPERATOR to <a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a> ; <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>
Weekly schedule	Same as above	<b>7 days</b>	BY VESSEL OPERATOR to <a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a> ; <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>
ETA, Vessel particulars	Same as above –Finalised Figures, Connecting vessel information	<b>72 hours</b>	BY VESSEL OPERATOR to <a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a> ; <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>
ETA, Vessel particulars	Same as above –Finalised Figures	<b>48 hours</b>	BY VESSEL OPERATOR to <a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a> ; <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>
<b>Finalised ETA, Finalized vessel and cargo particulars</b>	Finalized Figures	<b>24 Hours</b>	BY VESSEL OPERATOR to <a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a> ; <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>
Any changes on ETA	Any changes after the Final ETA is given	<b>immediately</b>	BY VESSEL OPERATOR to <a href="mailto:bpl@hipg.lk">bpl@hipg.lk</a> ; <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>

2.4. HIPG shall take the 24-hour vessel arrival update as the “finalised” ETA.

2.5. HIPG berth allocation will be facilitated first-come, first-serve basis. However, taking into consideration the various requirements and guidelines issued by the government the following priorities shall be adopted.

- 2.5.1. Vessel in distress.
- 2.5.2. Passenger / Cruise vessel.
- 2.5.3. Naval Vessel.
- 2.5.4. Vessels arriving/sailing with explosives are Subject to the Prior approvals from the HIPG Management only.
- 2.5.5. Containers & Pure Car Carrier Vessels.
- 2.5.6. All other vessels which do not fall under the above categories.

2.6. Vessel reference number will be issued by the port control only.

### 3. Sufferance Procedure

INFORMATION ITEM	PROCEDURE	CUT OFF TIME	DEPARTMENT TO BE NOTIFIED
VESSEL ARRIVAL REPORT	1. Agent of the ship/vessel shall report the vessel to SL Customs - HIP over email before 24 hours of ATA.	<b>BEFORE 24 HRS of ATA</b>	<p>VESSEL OPERATOR to  <a href="mailto:hip@customs.gov.lk">hip@customs.gov.lk</a>, <a href="mailto:wa.hip@customs.gov.lk">wa.hip@customs.gov.lk</a>                      cc by  <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>, <a href="mailto:planning@hipg.lk">planning@hipg.lk</a></p>
APPLICATION FOR SUFFERANCE	2. Agent of the ship/vessel shall apply sufferance to Customs (HIP) over email with a copy to HIPG (followed by reporting of the vessel) before the commencement of cargo operations.	<b>BEFORE ATB</b>	<p>VESSEL OPERATOR to  <a href="mailto:hip@customs.gov.lk">hip@customs.gov.lk</a>, <a href="mailto:wa.hip@customs.gov.lk">wa.hip@customs.gov.lk</a>                      cc by  <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>, <a href="mailto:planning@hipg.lk">planning@hipg.lk</a>,</p>
PORT CONSENT	3. HIPG to report its consent to Sri Lanka Customs by replying to the application for sufferance by copying the Agent over email.	<b>BEFORE ATB</b>	<p>HIPG to  <a href="mailto:hip@customs.gov.lk">hip@customs.gov.lk</a>, <a href="mailto:wa.hip@customs.gov.lk">wa.hip@customs.gov.lk</a>                      cc by                      VESSEL OPERATOR</p>
SUFFERANCE	4. Sri Lanka Customs to grant sufferance over email to the Agent copying to HIPG.	<b>BEFORE ATB</b>	<p>HIP CUSTOMS  <a href="mailto:hip@customs.gov.lk">hip@customs.gov.lk</a>, <a href="mailto:wa.hip@customs.gov.lk">wa.hip@customs.gov.lk</a>                      to VESSEL OPERATOR cc by  <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>, <a href="mailto:planning@hipg.lk">planning@hipg.lk</a></p>
AMENDMENTS	5. Amendments to any of the reports/applications, if any, shall be made without breaking the email conversation.	<b>BEFORE ATB</b>	<p>VESSEL OPERATOR to  <a href="mailto:hip@customs.gov.lk">hip@customs.gov.lk</a>, <a href="mailto:wa.hip@customs.gov.lk">wa.hip@customs.gov.lk</a>                      cc by  <a href="mailto:dm@hipg.lk">dm@hipg.lk</a>, <a href="mailto:planning@hipg.lk">planning@hipg.lk</a></p>
ORIGINAL DOCS	6. Agent shall submit the originals of the vessel report & sufferance application to HIP Customs before commencing cargo operations.	<b>BEFORE ETC</b>	<p>VESSEL OPERATOR to                      HIP CUSTOMS OFFICE</p>

## 4. Cargo Information to HIPG.

INFORMATION ITEM	CONTENTS	REQUIRED (Before vessel ATA unless otherwise stated)	DEPARTMENT TO BE NOTIFIED
RORO:- Vehicle DISC / LOAD list	Arrival BAPLIE –BTOS format, DISCH text files / LOAD text files, Packing Lists, Cargo Manifest excel or PDF files,	<b>24 Hours</b>	VESSEL OPERATOR to <a href="mailto:dm@hipg.lk">dm@hipg.lk</a> , <a href="mailto:planning@hipg.lk">planning@hipg.lk</a>
Cruise:-	Number of passengers, luggage, special requirement	<b>72 Hours</b>	VESSEL OPERATOR to <a href="mailto:dm@hipg.lk">dm@hipg.lk</a> , <a href="mailto:planning@hipg.lk">planning@hipg.lk</a> , <a href="mailto:yuri.kannangara@hipg.lk">yuri.kannangara@hipg.lk</a>
Bulk, Breakbulk, Project	Stowage, Commodity, Cargo type, Gross weight, Each item/unit weight	<b>36 Hours</b>	VESSEL OPERATOR to <a href="mailto:dm@hipg.lk">dm@hipg.lk</a> , <a href="mailto:planning@hipg.lk">planning@hipg.lk</a> , <a href="mailto:joey.feng@hipg.lk">joey.feng@hipg.lk</a>
Stowage Plans	Loading /Discharging plans	<b>24 Hours</b>	VESSEL OPERATOR to <a href="mailto:dm@hipg.lk">dm@hipg.lk</a> , <a href="mailto:planning@hipg.lk">planning@hipg.lk</a>
Documentation information	Connecting vessel information: Name/Voyage, Volume indications, Full / Empty Expected units for Loading, are divided into machinery, packages and Hazardous cargo. Deposit & Reshipment	<b>72 Hours</b>	VESSEL OPERATOR to <a href="mailto:dm@hipg.lk">dm@hipg.lk</a> , <a href="mailto:planning@hipg.lk">planning@hipg.lk</a>

## 5. From HIPG to Vessel /Cargo Agent

INFORMATION ITEM	CONTENTS	TIMELINE	DEPARTMENT TO BE NOTIFIED
TPR-Terminal Performance Report	Vessel & voyage, Arrival time, Berth time OPS Commence time, OPS Complete time, Departure time, Discharged/Loaded figures.	<b>Within 24 hours of vessel departure</b>	HIPG PLANNING to VESSEL OPERATOR
Vessel /Yard Damage Incident	Vehicle Chassis No., Damage condition, Repair requirement Pictures	<b>Immediately</b>	HIPG DUTY MANAGER to VESSEL OPERATOR
Vessel Ops Delay	Delays / reason / actions required	<b>Immediately</b>	HIPG DUTY MANAGER to VESSEL OPERATOR

### 5.1. Planning

HIPG shall prepare vehicle discharged, and loaded lists with the vessel final reports and electronic generated yard inventory will be notified on weekly basis for RO-RO Customers. Manually prepared documents shall share for bulk and breakbulk discharge, load and delivery operation.

Inspection of vehicles, packages and BB cargo, reporting of visual damage to vehicles and packages and the preparation of necessary documentation required for the stevedoring operation.

## 5.2. Lashing of RO-RO & Break-Bulk Ships.

- 5.2.1. HIPG shall provide required manpower/lashers to perform lashing & unlashings on board as per the general securing manual of the Vessel.
- 5.2.2. HIPG will provide required lashers and stevedore teams to perform the general cargo/breakbulk operation.

## 5.3. Vehicle Survey & Tally

- 5.3.1. HIPG will conduct a vehicle survey (360° inspection) for all Import & T/S vehicles. This inspection shall not include accessories, roof and undercarriage.
- 5.3.2. Tally report shall only be issued for Import category vehicles subject to load port tally is available.

## 5.4. Documentation

- 5.4.1. Agent should provide Arrival Baplie/EDI as per the given specs to HIPG before 24hours of the vessel arrival.
- 5.4.2. Agent should provide all IMDG cargo information to SLPA, Colombo Safety Office before 24hours of the vessel's arrival. Safety Office approved copy should be submitted to HIPS HSE department.
- 5.4.3. All High & Heavy Equipment /Packages should be reported separately.
- 5.4.4. All Special cargo needs before handling approvals from HIPG, which should be obtained before loading on board.

## 6. Gate Operations

### 6.1. Local Import Delivery

- 6.1.1. HIPG IN/OUT Gates operations continue 24hrs \*7 days for cargo delivery/Receive process subject to operation demand.
- 6.1.2. Valid documents should submit along with HIP cargo clearance CHA's NIC to the HIP DOC Centre office to make an appointment for cargo Delivery and Receiving.
- 6.1.3. HIPG 'Customer Service Department' will check delivery appointments and vehicle shifting requests for customs inspection.
- 6.1.4. Motor vehicles will release subject to 'ASYCUDA' e-release electronic message from the HIP customs.
- 6.1.5. HIP assess the CHA's identity through the system, at the time of cargo clearance from the 'customs inspection bay'.

### 6.2. Export Cargo Receiving

- 6.2.1. HIP Gates opening - seven calendar days before the vessel ATB.
- 6.2.2. Gates closing - 24 hrs before the vessel ATB.

*Note: - This guideline is subject to change without prior notice.*

-End-