

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
CTOS	Container Terminal Operating System
CSD	Customer Service Department
GHS	Gate House Supervisor
CHA	Customs House Agent
ICDP	Import Cargo Delivery Pass
DG	Dangerous Goods

EDI	Electronic Data Interchange
CHR	Cargo Handover Receipt
CTR	Cargo Takeover Receipt
HIPG	Hambantota International Port Group
HIPS	Hambantota International Port Services
POD	Port Of Discharge
POL	Port Of Loading
CEU	Car Equivalent Unit
CDN	Cargo Dispatch Note
PPE	Personal Protective Equipment
FEU	Forty-foot Equivalent Unit
TEU	Twenty-foot Equivalent Unit
OOG	Out Of Gauge (OH-Over Height, OW-Over Width, OL-Over Length)
DWT	Dead Weight Tonnage

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 declared public holidays

1.3. HIPG Operations Contact Details

1.3.1. General Contact Details

Seq.	Name	Scope	Contact No	Email
1	Danushka Pinto (Assistant General Manager – Operations)	Head of the Department – Operations	0764077606	danushka.pinto@hipg.lk
2	Randika Nanayakkara (Senior Manager – Operations)	Container Operations, Container Gate & CSD Operation, IT Infrastructure Developments, Berth Planning	0764077608	randika.nanayakkara@hipg.lk
3	Jerry Zhu (Senior Manager – Operations)	Terminal Operations – RoRo, Container Operations Outsource Manpower Management	0764077603	jerry.zhu@hipg.lk
4	Suresh Kodithuwakku (Manager – Operations Safety)	Operations Safety – Quay Side, Yard & Gate Operations, OPS Port Permit Approvals	0764077823	suresh.kodithuwakku@hips.lk
5	Shasindu Punchihewa (Manager – Data Analysis & Reporting)	Statistical Analysis, Reporting, KPI Management, OPS Procurement & Logistics, Cost Control, Payments, Contracts, SOP, ISO, Complaints	0764077661	shasindu.punchihewa@hipg.lk
6	Ruwendre Jayamini (Supervisor - Berth Planning)	Berth Planning Functions	0764077659	bpl@hipg.lk
7	Berth Planning (Berth Planning – On Duty)	Berth Planning Functions	0764077625	bpl@hipg.lk

1.3.2. Container Operations

Seq	Name	Task	Contact No	Email
1	Sudheera Jayasinghe (Senior Manager – Planning & Control)	Container Operations – Ship Planning, Yard Planning, Control Planning, EDI Data Processing, Gate Cut Off	0764077679	sudheera.jayasinghe@hipg.lk

2	Harshana Tennakoon (Senior Duty Manager – Container)	Container Operational Resources, Cargo Inquiry, Container Damages, Claims & other Inquiries, Performance Monitoring	0764077609	harshana.tennakoon@hipg.lk
3	Duty Manager (Container)	Daily Operations (Container), SSA Inquiries	0764077620	container.dm@hipg.lk
4	DPS Supervisor (Container)	Data Processing, Vessel Reports, SSR, Damage Report Handling, Boat Note, Reshipment	0764077663	container.dps@hipg.lk
5	PAC Supervisor (Container)	Container Planning Related Inquiries, Daily Operations, IMDG Declaration	0764077617	ops.container@hipg.lk
6	Ship Planning (Container)	EDI, Ship Planning Functions (Container Operations)	0764077617	container.spl@hipg.lk
7	Yard Planning (Container)	Yard Planning Functions (Container Operations), Reefer Inquiries	0764077617	container.ypl@hipg.lk

1.3.3. RORO & Bulk Operations

Seq	Name	Task	Contact No	Email
1	Indunil Wickramasinghe (Manager – RORO & Bulk)	RORO Resources, Cargo Inquiries, Damages, Claims & Customer Inquiries, System Developments, Performance monitoring	0764077652	indunil.wickramasinghe@hipg.lk
2	Duty Manager (RORO & Bulk)	Daily Operations (RORO & Bulk), SSA Inquiries	0764077600	dm@hipg.lk
3	Rumesh Piyushan (Supervisor – Planning & Control)	Vessel Planning, Yard Planning & Vessel Reports, System Developments, SSR, Daily Reports, System Inquires	0764077674	rumesh.piyushan@hipg.lk
4	Planning (RORO & BB)	Vessel Planning, Yard Planning & Vessel Reports	0764077605	planning@hipg.lk
5	Tharanga Weerakkodi (Gate House Supervisor)	Gate House Operation, Customer Service Department	0764077619	tharanga.weerakkodi@hipg.lk ghs@hipg.lk

1.3.4. Break Bulk Operations (Container, RORO & General Cargo Operations)

Seq	Name	Task	Contact No	Email
1	Nuwan Fernando Manager (Bulk Operations)	Inquiries for Break Bulk Cargo Handling, OOG, Technical Support	0764077610	nuwan.fernando@hipg.lk

1.4. Services

Seq	Service	DEP.	Contact No	Email
1	Freshwater	ENG	0764077762	janith.danthanarayane@hipg.lk
2	Electricity	ENG	0764077763	pawani.rathnayake@hipg.lk
3	IMDG, Safety Section	HSE	0766666791 0764077800	bob.wang@hipg.lk safety.officer@hips.lk
4	Pass Office, Port Permits	SEC	0764078093	port.pass@hips.lk
5	Port Security	SEC	0764078073	dilan.silva@hips.lk
6	Port Control, Mooring	HIPS	0764078051	portcontrol@hips.lk
7	Billing	HIPG	0472888831 0472888832	billing@hipg.lk
8	Import Export _DOC Centre	HIPG	0472888834 0472888835	doc.centre@hipg.lk
9	Commercial & Marketing	HIPG	0764077998 0764077999 0764077993	bindu.ranasinghe@hipg.lk chatura.wijewickrama@hipg.lk Jayathmi.gamachchige@hipg.lk
10	Emergency Response Unit (ERU)	HIPS	0472258885 0764078083	eru@hipg.lk rasika.weerasinghe@hips.lk
11	SL Customs	SL Customs	0472258105	hip@customs.gov.lk wa.hip@customs.gov.lk

2. Vessel Arrival / ETA Information to HIPG

2.1. ETA of Cruise/Ro-Ro /Bulk & Break Bulk/Container vessels shall be given in writing by the vessel agent to Berth planning of HIPG (BPL – 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	REQUIRED CONTENTS	CUT OFF TIME (Before Vessel ETA Unless Otherwise Stated)	DEPARTMENT TO BE NOTIFIED BY THE VESSEL OPERATOR (SOA)	
			RORO / Bulk / Cruise Vessels	Container Vessels
2.3.1. Long-term schedule / Monthly schedule	<ul style="list-style-type: none"> Arrival Details (Vessel Name, Voyage, Service Name, ETA, Last Port, Next Port, Vessel Operator Name, Call Sign, Vessel Particulars (Vessel Name, SOA, IMO, VSL Call Sign, Net Weight, Gross Weight, DWT, LOA, Beam, Arrival Draft, Hull Information) Cargo Information (Tentative Move Counts: Discharge, Load, Restowe, SOB, Re-handling, OOG, Reefer, IMDG) 	35 days	to bpl@hipg.lk ;	to bpl@hipg.lk ;
2.3.2. Vessel Particulars / Characteristics, Ramp Details	<ul style="list-style-type: none"> Same as Above in 2.3.1. with updates Ramp Dimension Distance from Bridge to Stern Vertical Height from keel to hatch cover top surface Tentative Crane Intensity 	21 days	to bpl@hipg.lk ; dm@hipg.lk	to bpl@hipg.lk ; container.dm@hipg.lk ;
2.3.3. Weekly schedule	<ul style="list-style-type: none"> Same as above in 2.3.2. with updates Connection Vessel Details 	7 days	to bpl@hipg.lk ; dm@hipg.lk	to bpl@hipg.lk ; container.dm@hipg.lk ;

INFORMATION ITEM	REQUIRED CONTENTS	CUT OFF TIME (Before Vessel ETA Unless Otherwise Stated)	DEPARTMENT TO BE NOTIFIED BY THE VESSEL OPERATOR (SOA)	
			RORO / Bulk / Cruise Vessels	Container Vessels
2.3.4. ETA, Vessel particulars	<ul style="list-style-type: none"> • Same as above in 2.3.3. with Updates • Finalised Cargo Figures (Move Counts: Discharge, Load, Restowe, SOB, Re-handling, VH, HH, PKG, OOG, Reefer, IMDG) • Arrival Draft, Departure Draft • Berthing Side if specially required • Number of ropes and types of ropes • Maximum tiers to be handled in HIPG • Gear box discharging positions 	72 hours	to bpl@hipg.lk ; dm@hipg.lk ; planning@hipg.lk	to bpl@hipg.lk ; container.dm@hipg.lk ; container.spl@hipg.lk
2.3.5. ETA, Vessel particulars	<ul style="list-style-type: none"> • Same as above in 2.3.4. with updates • Finalised Figures 	48 hours	to bpl@hipg.lk ; dm@hipg.lk ;	to bpl@hipg.lk ; container.dm@hipg.lk ;
2.3.6. Final ETA, Finalized vessel and cargo details	<ul style="list-style-type: none"> • Same as above in 2.3.5. with updates • Finalized Figures • This will be considered as the final ETA 	24 Hours	to bpl@hipg.lk ; dm@hipg.lk ;	to bpl@hipg.lk ; container.dm@hipg.lk ;
2.3.7. Any changes on ETA	<ul style="list-style-type: none"> • Any changes after the Final ETA is given 	Immediately	to bpl@hipg.lk ; dm@hipg.lk ;	to bpl@hipg.lk ; container.dm@hipg.lk ;

2.4. HIPG shall take the 24hours vessel arrival update as the “final” 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 explosive cargo are Subject to 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. The allocation of berths shall remain at the sole discretion of the Port, taking into account operational factors prevailing at the relevant time.
- 2.7. Vessel billing reference number will be issued by the port control only.

3. Sufferance Procedure

INFORMATION ITEM	PROCEDURE	CUT OFF TIME	DEPARTMENT TO BE NOTIFIED	
			RORO / Bulk / Cruise	Container Vessels
VESEL ARRIVAL REPORT	1. Agent of the ship/vessel shall report the vessel to SL Customs - HIP over email before 24 hours of ATA.	BEFORE 24 HOURS of ATA	VESSEL OPERATOR to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by dm@hipg.lk , bpl@hipg.lk , planning@hipg.lk	VESSEL OPERATOR to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by container.dm@hipg.lk , bpl@hipg.lk , container.spl@hipg.lk
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.	BEFORE ATB	VESSEL OPERATOR to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by dm@hipg.lk , bpl@hipg.lk , planning@hipg.lk	VESSEL OPERATOR to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by container.dm@hipg.lk , bpl@hipg.lk , container.spl@hipg.lk

INFORMATION ITEM	PROCEDURE	CUT OFF TIME	DEPARTMENT TO BE NOTIFIED	
			RORO / Bulk / Cruise	Container Vessels
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.	BEFORE ATB	HIPG to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by VESSEL OPERATOR	HIPG to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by VESSEL OPERATOR
SUFFERANCE	4. Sri Lanka Customs to grant sufferance over email to the Agent copying to HIPG.	BEFORE ATB	HIP CUSTOMS hip@customs.gov.lk , wa.hip@customs.gov.lk to VESSEL OPERATOR cc by dm@hipg.lk , bpl@hipg.lk , planning@hipg.lk	HIP CUSTOMS hip@customs.gov.lk , wa.hip@customs.gov.lk to VESSEL OPERATOR cc by container.dm@hipg.lk , bpl@hipg.lk , container.spl@hipg.lk
AMENDMENTS	5. Amendments to any of the reports/applications, if any, shall be made without breaking the email conversation.	BEFORE ATB	VESSEL OPERATOR to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by dm@hipg.lk , bpl@hipg.lk , planning@hipg.lk	VESSEL OPERATOR to hip@customs.gov.lk , wa.hip@customs.gov.lk cc by dm@hipg.lk , bpl@hipg.lk , container.spl@hipg.lk
ORIGINAL DOCS	6. The agent shall submit the originals of the vessel report & sufferance application to HIP Customs before commencing cargo operations.	BEFORE ETC	VESSEL OPERATOR to HIP CUSTOMS OFFICE	

4. Cargo Information to HIPG.

INFORMATION ITEM	CONTENTS	REQUIRED (Before vessel ATA unless otherwise stated)	DEPARTMENT TO BE NOTIFIED
RoRo, Bulk, Breakbulk, General Cargo	<ul style="list-style-type: none"> DISCH / LOAD Text files in BTOS EDI format Stowage Plan, Commodity, Cargo type, Cargo Manifest, Gross weight, Each item/ unit weight Cover Note, Boat Note Special Stowage Instructions No Objection Confirmations Cargo/Vessel Gear Certificates 	24Hours	VESSEL OPERATOR to dm@hipg.lk , planning@hipg.lk ,
Container (TS, Export, Import)	<ul style="list-style-type: none"> Vessel particulars including Vessel Profile, Structural View, Stack weight details 	72 Hours	VESSEL OPERATOR to container.dm@hipg.lk ; container.spl@hipg.lk ; ops.container@hipg.lk ; container.dps@hipg.lk
	<ul style="list-style-type: none"> Arrival Baplie 	36 Hours	
	<ul style="list-style-type: none"> Arrival EDI, Loading/ Discharging Text Files, Stowage Instructions, MOVINS Restowe Lists Special cargo list RF, IMDG, OOG, Special Stowage Instructions HSE approved IMDG Declaration, Customs approved Reshipment, Certified Cargo Manifest, Customs Approved Board Notes/Dos Any Malfunction Reefer units/Damaged DG containers/ or any container that requires special attention on-board with container numbers/vessel location/cargo details and pictures (If available), Break Bulk/OOG handling requirements. 	24 Hours	
	<ul style="list-style-type: none"> Boat Note 	Before 24 Hours of ATB	

INFORMATION ITEM	CONTENTS	REQUIRED (Before vessel ATA unless otherwise stated)	DEPARTMENT TO BE NOTIFIED
Cruise	<ul style="list-style-type: none"> Passengers and Crew Count, Disembark/Embark count, Special Service Requirement, Passenger Vehicles Traffic Requirements, Pedestrians/cycling requirements 	72 Hours	VESSEL OPERATOR to dm@hipg.lk , bpl@hipg.lk ; planning@hipg.lk ,
Ancillary Services Requirements	<ul style="list-style-type: none"> BL Segregation, COV /COD Changes, Bundling Unbundling, Lashing Unlashing, Applying IMDG placards, Sorting and Shifting, Special Storage/Handling Requirements, Other Special Service Requirements 	24 Hours	For RORO - VESSEL OPERATOR to dm@hipg.lk , planning@hipg.lk For Container - VESSEL OPERATOR to container.dm@hipg.lk ; ops.container@hipg.lk

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.	Within 24 hours of vessel departure	HIPG PLANNING to VESSEL OPERATOR
Vessel /Yard Damage Incident	Cargo ID, Damage Condition, Repair requirement, Pictures	Immediately	HIPG DUTY MANAGER to VESSEL OPERATOR
Vessel Ops Delay	Delays / Reason / Actions required	Immediately	HIPG DUTY MANAGER to VESSEL OPERATOR

5.1. Planning

HIPG shall prepare the vessel final reports, and will be shared with RORO & Container Customers as per the mentioned timelines. Manually prepared documents shall be shared for bulk and breakbulk vessel operations.

Inspection of Containers, 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 / Unlashing

5.2.1. HIPG shall provide the required manpower/lashers to perform lashing & unlashing on board as per the general securing mode of RORO Vessel.

5.2.2. HIPG will provide the required lashers and stevedore teams to perform the general cargo/breakbulk operation.

5.2.3. HIPG will provide the required lashers and stevedore teams to perform the container 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 the load port tally is available.

5.4. Documentation

5.4.1. The Vessel Agent should provide Arrival Baplie/EDI/XML as per the given specs to HIPG before 24hours of the vessel arrival.

5.4.2. The Vessel Agent should provide all IMDG cargo information to the SLPA, Colombo Safety Office, before 24hours of the vessel's arrival. Safety Office-approved copy should be submitted to the HIPS HSE department.

5.4.3. All IMDG cargo handling inquiry, required prior approval from HIPG, which must be obtained before loading the cargo onboard from POL.

5.4.4. The Vessel Agent should provide customs-approved Cargo Manifest, Reshipment, Boat notes before 24hrs of ATB.

5.4.5. All High & Heavy Cargo /Packages/ Static cargo/ Break Bulk cargo should be reported separately.

6. Gate Operations- RoRo and Bulk Break Bulk

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 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 ETB.
- 6.2.2.** Gate closing 24 hrs before the vessel ETB.

7. Gate Operations- Container

7.1. Local Import Delivery

- 7.1.1.** HIPG IN/OUT Gates operations continue 24hrs *7 days for cargo delivery/Receive process subject to operation demand.
- 7.1.2.** 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.
- 7.1.3.** Required documents including Delivery Advice & Port Pass should be available to enter to the Port from Gate 03.
- 7.1.4.** Gate Officer needs to verify the truck, driver with cross checking the Delivery Advice. Then Gate Officer issue the Gate In Slip.
- 7.1.5.** Pick up the container from the location indicated on the Gate-In Slip and proceed to the weighing station. After weighing, follow the designated gate-out channel as instructed on the weigh ticket.
- 7.1.6.** Relevant details to be verified at the Out Gate and issue the Gate Out Confirmation receipt.
- 7.1.7.** Exit Note will be issued at the Out Gate by the SL Customs after verification.
- 7.1.8.** Port Security officers and Custom officers will be checked and verify the truck, container and driver at Gate 03 exit based on the Gate Out Confirmation Receipt and the Exit Note.

7.2. Export Cargo Receiving

- 7.2.1.** Container number and the cargo details should be pre advised through the CM E-Port System.
- 7.2.2.** CDN, Landing & Delivery (L&D) Payment Confirmation and Gate Pass should be available with the truck driver to enter to the Port through Gate 03.
- 7.2.3.** CDN, L&D Payment Confirmation to be verified at the In Gate and gate in the container. Gate In Slip will be received at the In Gate.
- 7.2.4.** Discharge the container at the location which is mentioned in the Gate In Slip.
- 7.2.5.** Gate Out the truck through the Out Gate.
- 7.2.6.** Truck will be exit from the port through Gate 03.
- 7.2.7.** HIP Gates opening seven calendar days before the vessel ETB.
- 7.2.8.** Gate closing 24 hrs before the vessel ETB.

Note: - This guideline is subject to change without prior notice. Further to above guidelines and procedures, all the ship operating agents must follow the CM EPORT USER MANUALGUIDE-HIP. Please contact respective operations cluster personals for clear clarification.

-End-