

QUESTIONNAIRE ON PORT OPERATIONS STANDARDS

The questionnaire is intended to generate information from APA members on the procedures being implemented, utilization of resources and standards adopted in port operations particularly those pertaining to cargo handling, pilotage and tug services. It is important that complete and accurate answers are provided since the latter will provide the basis for the preparation of the Best Practices Manual in the ASEAN.

One set of questionnaire should be accomplished per port/terminal. Questions are grouped by major area. Answers to the questions may be indicated by checking the corresponding box or by filling-in the blanks/tables provided after the questions or by indicating "Not Applicable".

It will be very helpful if respondent ports will include a brief narrative/discussion of issues/problems relating to areas/questions covered by the survey. Such narrative should include the proposed solutions or actions undertaken by the port to address issues/problems identified. Please use separate sheets if necessary.

A. General Information

1. Country : *VIETNAM*
2. Name of Port/Terminal : *SAIGON PORT*
3. Category of Respondent

	<input type="checkbox"/> Port Authority <input type="checkbox"/> Port Owner	<input type="checkbox"/> Private Contractor <input type="checkbox"/> Terminal Operator
	<input type="checkbox"/> Port Operator	<input type="checkbox"/> Others _____ _____

B. Cargo Handling

1. Who is responsible for undertaking cargo handling?
 Port Authority/Owner/Operator
 Private Contractor/ Terminal Operator
 Port Authority/Owner and Private Contractor /Terminal Operator
 Others (Please specify)

Please attach relevant guidelines, systems and procedures (if any) used in the selection, monitoring and evaluation of performance/productivity of cargo handling operators. Likewise, include issues/problems encountered and proposed solutions or actions undertaken.

2. What is the volume of cargo handled in CY 2000, classified by type?

Type of Cargo	Volume (in metric ton)
Container	2,272,720

Bulk (Liquid)	<i>NIL</i>
Bulk (Dry)	<i>3,173,941</i>
General Cargo	<i>4,254,325</i>
Others (Please specify)	

3. What positions/skills and number of cargo handling personnel are available?

a. Equipment Operators

	Position/Skills Type	Actual No. Available
	Forklift Operator	<i>151</i>
	Reach Stacker Operator	
	RTG Operator	<i>11</i>
	Straddle Carrier Operator	
	Mobile Crane Operator	<i>61</i>
	Gantry Crane Operator	
	Primemover & Trailer Operator	
	Truck/Buldozer/Trimmer Operator	<i>64</i>
	Others (Please specify)	

b. Port-workers

	Position/Skills Type	Actual No. Available
	Stevedore	<i>1,326</i>
	Winchman	<i>104</i>
	Signalman	<i>52</i>
	Timekeeper	<i>NIL</i>
	Tallyman	<i>149</i>
	Foreman	<i>63</i>
	Ship Supervisor	
	Others (Please specify)	

4. How do equipment operators/portworkers acquire their skills for cargo Handling?

q Experience

p Formal Training (state training institution)

- *HO CHI MINH CITY UNIVERCITY OF TRANSPORT*

- *SAIGON PORT TECHNICAL SCHOOL*

p On-the-job

q Others (Please specify) _____

5. Is there a continuing skills enhancement program for:

a. Portworker

q None

þ Yes (Please identify): *SHORT REFRESHER COURSES HELD EVERY YEAR TO RE-TRAIN WORKERS IN COMPLIANCE WITH THEIR POSITIONS/SKILLS*

b. Equipment Operator

q None

þ Yes (Please identify): *NEW TECHNOLOGIES ON EQUIPMENT MAINTAINANCE AND OPERATIONS ARE OFTEN INTRODUCED TO EQUIPMENT OPETRATORS IN THE OCCASION OF THE PROCUREMENT OF NEW EQUIPMENT AND RE-TRAINING COURSES HELD BY THE PORT.*

6. What are the basis for portworkers'/equipment operators' compensation?

þ Existing laws

þ Collective Bargaining Agreement

q Others (Please specify) _____

7. What monetary and non-monetary benefits do portworkers/equipment operators get?

þ Salary *BASED ON QUANTITY/VOLUME OF CARGOES HANDLED.*

þ Overtime pay *ON NATIONAL HOLIDAYS & LUNAR NEW YEAR..*

q Night Differential Pays

þ Meal Allowance

þ Medical Allowance

þ Uniform Allowance

q Others (Insurance, social security, etc. - please specify)

HEALTH INSURANCE, SOCIAL SECURITY.

Please provide copies of the following (if available):

- *Manpower Development Program*
- *Guidelines, systems and procedures in the evaluation of performance of equipment operators and portworkers.*
- *Benefits/Incentives given to equipment operators and portworkers.*

8. What and how many are the equipment?

a. Quay Equipment

	Equipment Type	Capacity	Number of Units
	Quay Cranes		

	- <i>MOBILE CRANE</i>	80 ~ 100 MT 10 ~ 30 MT	5
	- <i>CRAWLER CRANE</i> - <i>FLOATING CRANE</i>	60 ~ 90 MT 100 MT	29 2
	Primer movers		1
	Trailers/Chassis	20'/40' container	19
	Forklift	Below 10 Tons 10 Tons & above	<i>available</i>
	Truck/Dozer/Trimmer		
	Others (Please specify)		61

b. Yard Equipment

	Equipment Type	Capacity	Number of Units
	Straddle Carrier		
	Reach Stacker	42 Tons	7
	Forklift		
	- Front-end Loader	Below 10 Tons	98
		10 Tons & above	7
	- Top Loader	Below 45 Tons	6
		45 Tons & above	
	Mobile Crane	Below 10 Tons	5
		10 Tons & above	31
	Rubber Typed Gantry	Below 35 Tons	2
		35 Tons & above	
	Others (Please specify)		

Please attach guidelines, systems and procedures (if any) used in the utilization and development of quay and yard equipment.

9. What is the lead time in terms of number of days, hours and/or minutes for requesting portworker and/or equipment?

- a. Request for Portworker
 - q In number of days
 - þ In number of hours **8 HOURS**
 - q In number of minutes
- b. Request for Equipment
 - q In number of days

- p In number of hours 8 HOURS
 q In number of minutes

Please attach copies of guidelines, systems and procedures (if any) used in the utilization and development of quay and yard equipment.

10. Are portworkers, and/or equipment for cargo handling always available upon request?

- p Yes
 q No (Identify situations when not available) _____

Cite problems encountered and proposed solutions or actions taken to address identified problems.

11. How are portworkers assigned to a particular cargo handling operation?

- q Rotation
 q "First-Come/First-serve" basis
 p Per work schedule
 q Others (Please specify)

Please cite problems/constraints attendant to portworkers' deployment and proposed solutions or actions undertaken to correct problems.

12. Does the port have a Cargo Location System?

- q No
 p Yes (Identify whether manual or computer-based and describe briefly)
 (CY MANAGEMENT SYSTEM (COMPUTER NETWORK)
Please provide copies of manual, flowchart and related documents.

13. Identify documents used, persons responsible for preparation and schedule of submittal.

a. Containerized

Type of Operation	Name of Doc & Data Elements	Who Prepares	To Whom Submitted	When Submitted
Cargo Discharging	REPORT ON RECEIPT OF CARGO	CHIEF TALLY	- SHIP - CONSIGNEE - OTHERS IF IN NEED	ON & AFTER DEPARTURE OF SHIP
Cargo Delivery	EQUIPMENT INTERCHANGE RECEIPT	WARE-HOUSING OFFICE	- CONSIGNEE OR RECEIVER - OTHERS IF IN NEED	UPON DELIVERY

Cargo Entry	<i>EQUIPMENT INTERCHANGE RECEIPT</i>	<i>WAREHOUSE OFFICE</i>	- SHIPPER - OTHERS IF IN NEED	<i>UPON ENTRY</i>
Cargo Loading	<i>GENERAL REPORT OF LOADING</i>	<i>CHIEF TALLY</i>	- SHIP - SHIPPER - OTHERS IF IN NEED	<i>ON & AFTER DEPARTURE OF SHIP</i>
Shifting	<i>SHIFTING ORDER</i>	- SHIP - SHIP'S AGENT	<i>TO PORT FOR IMPLEMENTATION</i>	<i>BEFORE OR ON HANDLING OPERATIONS</i>

b. Non-containerized

Type of Operation	Name of Doc & Data Elements	Who Prepares	To Whom Submitted	When Submitted
Cargo Discharging	<i>REPORT ON RECEIPT OF CARGO</i>	<i>CHIEF TALLY</i>	- SHIP - CONSIGNEE - OTHERS IF IN NEED	<i>ON & AFTER DEPARTURE OF SHIP</i>
Cargo Delivery	<i>CARGO RECEIPT/DELIVERY, INTO/FROM WAREHOUSES</i>	<i>WAREHOUSING OFFICE</i>	- CONSIGNEE OR RECEIVER - OTHERS IF IN NEED	<i>UPON DELIVERY</i>
Cargo Entry	<i>CARGO RECEIPT/DELIVERY, INTO/FROM WAREHOUSES</i>	<i>WAREHOUSING OFFICE</i>	- SHIPPER OR DELIVERER - OTHERS IF IN NEED	<i>UPON ENTRY</i>
Cargo Loading	<i>GENERAL REPORT OF LOADING</i>	<i>CHIEF TALLY</i>	- SHIP - SHIPPER - OTHERS IF IN NEED	<i>ON & AFTER DEPARTURE OF SHIP</i>
Shifting	<i>SHIFTING ORDER</i>	- SHIP - SHIP'S AGENT	<i>TO PORT FOR IMPLEMENTATION</i>	<i>BEFORE OR ON HANDLING OPERATIONS</i>

c. Define Each Unique Data Elements States in Column I

Data Element	Definition
<i>REPORT ON RECEIPT OF CARGO</i>	<i>CONFIRM THE TOTAL QUANTITY OF CARGOES DISCHARGED FROM VESSEL</i>

<i>GENERAL REPORT OF LOADING</i>	<i>CONFIRM THE TOTAL QUANTITY OF CARGOES LOADED ON BOARD THE VESSEL</i>
<i>EQUIPMENT INTERCHANGE RECEIPT</i>	<i>TO DELIVER/RECEIVER CONTAINER THROUGH THE PORT</i>
<i>SHIFTING ORDER</i>	<i>FOR STEVEDORES (THE PORT) TO IMPLEMENT THE SHIFTING OPERATIONS</i>
<i>CARGO RECEIPT/DELIVERY, INTO/FROM WAREHOUSES</i>	<i>TO DELIVER/RECEIVER BREAKBULK/BULK CARGOES THROUGH THE PORT</i>

14. Are there problems encountered with respect to documentation of the activities enumerated in 13.1 and 13.2? (Identify the nature of the problems if any)

NO

Please provide a copy of report (if any) on proposed solutions and actions undertaken to identified problems.

15. Identify security measures implemented in the operational area.

- q Only authorized labor have access to operational areas.
- þ Authorized laborers are in uniform and wear IDs and protective gears/hat.
- þ Slogans and safety signs are posted in conspicuous places.
- q Pedestrian access lanes are clearly delineated.
- þ Security personnel are posted in strategic locations.
- q Others (Please specify)

Please attach copy of relevant documents on operational security, such as: guidelines, rules and regulations, problems encountered in the4 implementation, penalties and sanctions, and , proposed solutions or actions undertaken.

16. Are there incidences of breaches to the security of cargoes and people within the port premises?

- a. Cargo
 - þ No
 - q Yes (Please specify nature and frequency of occurrence as well as reasons for breakdown in security).
-

- b. Port Personnel/Users
 - þ No
 - q Yes (Please specify nature and frequency of occurrence as well as reasons for

breakdown in security).

17. Are there existing procedures for setting claims brought above by loss of/damaged to life/property?

q No

p Yes (Briefly explain steps followed, time element involved, persons/agencies involved and form required, nature and frequency of occurrence as well as reasons).

MINUTES (OR STATEMENT) SET UP BETWEEN THE PORT'S REPRESENTATIVE (SUCH AS CARGO SUPERINTENDENT, FOREMAN, SAFETY OFFICER, V.V.) AND ALL CONCERNED PARTIES WHEN INCIDENTS HAPPEN TO LIFE/PROPERTIES

Please attach copy of guidelines, systems and procedures including flowchart (if any), forms used, problems encountered, and, proposed solutions or actions undertaken.

18.

a. Is the existing billing and collection system fully automated?

q Yes

p No

b. If yes, describe the system and include flow charts?

Please attach copy of manual; flowchart (if any); forms used; problems encountered; and, proposed solutions or actions undertaken.

19. Are the source documents for purposes of timely billing of port charges received on time ?

p Yes

q No. Please explain (Please identify the average period of delay in terms of number of minutes/hours/days).

Please cite penalties and sanctions in case of delay, problems encountered, and proposed solutions or actions undertaken.

20. Are the data in the source document complete and accurate for purposes of billing port charges?

p Yes

q No. Please explain _____

21. Is the cargo handling tariff schedule used uniform for all ports/terminals?

p Yes

q No. Please explain _____

Please attach copy of port tariff schedule and guidelines, systems and procedures for determining/computing cargo handling tariff.

22. Are authorized cargo handling tariff properly billed and collected?

p Yes

q No. Please explain _____

Please identify issues/problems encountered in billing and collection of cargo handling tariff, proposed solutions or actions taken, and penalties and sanctions

23. Do existing port operations systems interface with other parties and systems at the port/terminal?

(Identify with whom and explain briefly nature of interface, e.g. with Shippers when cargo information is uploaded prior to/upon vessel arrival, with Customs when cargoes are cleared for loading/delivery, etc

q No

p If yes, indicate

	Name of System Interfaced With	Nature of Interface	With Whom	When Interfacing is done	
	COMPUTER NETWORK AND EDI LINKAGES	TRANSFER AND EXCHANGE ON CARGO INFORMATION IN OPERATIONS	- CUSTOMS - SHIPPING LINES - SHIP AGENTS - CUSTOMS	REGULARLY	

Please attach copy of manual of each system, flowchart (if any), forms used, problems encountered and, proposed solutions or actions undertaken

24. Identify productivity standards used, if any, in the various major areas of port operations.

	Particulars	Actual Performance	Standards Prescribed
	Container Cargo Handling (boxes per crane hour)	14	15
	General Cargo Handling (metric tons per gross gang hour)	15	19
	Dry Bulk Handling (metric tons per ship hour)	250	300
	Liquid Bulk Handling (metric tons per ship hour)		

Vessel Service Time/ Berthing Time (hrs)	16 / 24	20 / 24
Waiting Time (hrs)		
Port Turnaround Time (hrs)		
Berth Occupancy (%)	47%	70%

25. What are the reasons for inability to meet target productivity level of operation?

CUSTOMS CLEARANCE, LATE OF ARRIVAL, LACK OF CARGO FLOW, ...
Please attach relevant guidelines, systems and procedures for monitoring compliance to productivity standards, problems encountered, and proposed solutions or actions undertaken.

26. What amenities/facilities are available at the port/terminal or operational areas?

- p Toilet
- p Drinking Station
- p Calling Station
- q Others (Please specify) _____

C. Pilotage

1. Is pilotage service a compulsory requirement of the Authority?

- p Yes
- q No

2. If yes,

a. Who provides pilotage services?

- q Port Authority/Owner/Operator
- q Terminal Operator
- q Private tug Operator
- p Others (Please specify)

STATE-RUN PILOT CORPORATION

b. What are the qualifications required of pilots?

PROFESSIONAL

c. How many vessels avail of pilotage services per year?

ABOUT 3,852 VESSELS ENTERING THE PORTS IN HO CHI MINH CITY AREA

Please attach relevant guidelines, systems and procedures (if any) used in the selection, monitoring and evaluation of performance/productivity of providers of pilotage services.
Discuss issues/problems encountered and proposed solutions or actions undertaken.

d. How many harbor pilots are available?

50

e. Who prescribes pilotage rates?

**PILOTAGE RATES PROMUGATED BY THE STATE PRICING COMMITTEE
UNIT PRICE FOR EACH ENTRY OR DEPART APPLIED FOR ALL AREAS
(EXCEPT SOME WATERWAYS WITH SPECIFIC PROVISIONS)**

No.	DISTANCE OF PILOTAGE	UNIT PRICES (USD/GRT-NAUTICAL MILES)	MINIMUM RATES (USD/VESSEL/EACH TIME)
1	UP TO 10 MILES	0,0034	100
2	UP TO 30 MILES	0,0031	120
3	UP TO 60 MILES	0,00262	150
4	> 60 MILES	0,0022	170

Please attach copy of schedule of pilotage rates, guidelines, systems and procedures for determination, problems encountered and proposed solutions or actions undertaken to address problems.

3. Please identify the requirements for the accreditation/licensing of pilots.

BEING GRADUATED WITH A DEGREE OF MASTER FOR SEA-GOING VESSEL AND COMPLETING A PERIOD OF APPRENTICESHIP WITH AND BEING WELL EVALUATED BY A PILOT CORPORATION.

4. What are the procedures for accrediting pilots? Please attach flowchart and pertinent documents.

CERTIFICATE OF PILOT ISSUED BY PILOT VIETNAM NATIONAL MARITIME BUREAU (VINAMARINE) TO QUALIFIED PILOTS WITH CLASSIFICATION AND ACCREDITATION.

D. Tug Services

1. Are tug services compulsory?

þ Yes

q No

2. If yes, who provides tug services?

þ Port Authority/Owner/Operator

q Port Authority/Owner/Operator

q Terminal Operator

q Private tug Operator

q Others (Please specify) _____

Please attach relevant guidelines, systems and procedures (if any) used in the selection, monitoring and evaluation

of performance/productivity of tug services providers. Discuss issues/problems encountered and proposed solutions

or actions undertaken.
(NOT ATTACHED)

3. What is the capacity (in horsepower or hp) of the tugboat, how many of them are required for a given size (in GRT) of vessel and what is the prescribed rate or charge? (Please identify the size of vessel in GRT, e.g. less than 500 GRT – no tug is required, 500 GRT to 3,000 GRT – 1 tug of 1,000 hp, 3,000 GRT to 7,000 GRT – 2 tug of 1,000 hp each.)

Size of Vessels (range in LOA)	No. & Capacity of Tug (hp)	Rate/Charge (in US\$)
70 – 95 M	1 x 500HP	<i>REFERRED TO (9)</i>
95 – 120 M	2 x 500HP	
120 – 145 M	1 x 500HP + 1 x 1000HP	
145 – 160 M	2 x 1000HP	
160 – 175 M	1 x 1000HP + 1 x 1500HP	
175 – 190 M	2 x 1500HP	
190 – 205 M	1 x 1500HP + 1 x 2000HP	
ABOVE 205 M	2 x 2000HP	

Please attach guidelines, systems and procedures for determination of tug capacity requirement, problems encountered and proposed solutions or actions undertaken.

4. What are the liabilities and obligations of the tugboat operator?

To Client	<i>PROVIDE TUG ASSISTANCES TO VESSELS MANEUVERING TO ENTER IN/DEPART FROM THE PORT.</i>	
To Port Authority	<i>CARRY OUT THE ORDERS OF THE PORT AUTHORITY AS REGULATED BY VIETNAM MARITIME CODE.</i>	
To Others (Please specify)		

Please attach relevant guidelines, rules and regulations, penalties and sanctions imposed for non-compliance to obligations. (NOT ATTACHED)

5. What are the types of tug services being provided?
(Examples are towing, assistance to entering/departing vessel, etc.)

b Towing assistance to entering/departing vessels

b Others (Please specify)

EMERGENCY RESPONSE / TOWAGE AND SALVAGE SERVICES ON SEA

6. Please identify the manpower involved in berthing/unberthing and give their qualifications.

Type of manpower	Number Required	Qualifications	
LINEMAN	4	PROFESSIONAL	

7. Please identify the requirements for the accreditation/licensing of tug service, citing documents submitted, to

which authorities and other relevant information.

Required Documents	Submitted To	
REGISTER FORM (FOR TUGBOAT WITH HP BELOW 1,000HP)	VIETNAM INLAND WATERWAY ADMINISTRATION	
REGISTER FORM (FOR TUGBOAT WITH HP ABOVE 1,000HP)	VIETNAM NATIONAL MARITIME BUREAU (VINAMARINE)	

Please attach guidelines, procedures sample forms and relevant documents.

8. What are the mandatory tug requirements for berthing and unberthing of Vessels?

a. Requirements for Berthing

ORDERS ISSUED BY SHIP'S AGENTS

b. Requirements for Unberthing

ORDERS ISSUED BY SHIP'S AGENTS

Please submit pertinent guidelines, procedures and sample forms.(NOT ATTACHED)

c. How are the rates for tug services determined ?

..... RATES/CHAGES FOR TUGBOAT ASSISTANCE PROMULGATED BY THE STATE PRICING COMMITTEE

CHARGES FOR TUG BOAT ASSISTANCE

- £ 500HP : 0,34 \$/HP/HR.

- 501HP-1000HP : 170 \$/HR FOR THE FIRST 500HP + 0,26 \$/HP/HR FOR EACH ADD'L HP.

- 1001HP-1500HP : 300 \$/HR FOR THE FIRST 1000HP + 0,15 \$/HP/HR FOR EACH ADD'L HP.

- ³ 1501HP : 375 \$/HR FOR THE FIRST 1500HP + 0,05 \$/HP/HR FOR EACH ADD'L HP.

DURATION: TUGBOAT LEAVES ITS BASE & RETURNS.

MINIMUM: 1 HR/EACH.

IN CASE TUGBOAT ORDERED OUTSIDE THE PORT AREA RECEIVING THE VESSELS: CHARGES NEGOTIATED BETWEEN THE TUGBOAT OWNER AND THE ORDERER, BUT NOT EXCESS 60% THE RATE

TUGBOAT ARRIVED ON TIME/VESSEL NOT YET ARRIVED: 50% THE

RATES/WAITING TIME.

VESSEL DOES NOT ARRIVE OR MOVE, THE TUG HAS TO RETURN: 50% THE RATES/WAITING TIME.

EXTRA CHARGES:

- *ASSISTANCE IN WIND FORCES OF SCALES 6, 7: INCREASE 30%; ABOVE SCALE 7: INCREASE 100%*
- *ASSISTANCE IN CASE OF SALVATION: RATE AS AGREED UPON BETWEEN THE ENTITY PROVIDING AND THE ENTITY REQUESTING THE SALVAGE*
- *TUGBOATS USED FOR TOWING/PUSHING: THE RATES FOR HIRING TRANSPORT MEANS IN III/4.3*
- *ADVANCE NOTICE 2 HOURS. LATE ADVICE OR CANCELLATION: WAITING CHARGE.*
- *SPECIFIC PRICE APPLIED FOR PASSENGER VESSELS NAVIGATED IN REGISTERED WATERWAYS AND SCHEDULES*
- *NUMBER AND HORSEPOWER OF TUGBOAT AS STIPULATED BY THE HARBOR MASTER*

Please attach copy of schedule of tug services rates, guidelines, systems and procedures for determination tug charges. Discuss problems encountered and proposed solutions or actions undertaken.

10. Please explain briefly the established mechanism for determining the liability of the tugboat operator and

compensating aggrieved party, e.g. port authority for damage to port facilities or shipping line for damage to vessels.

TUGBOAT OPERATOR SET UP AND OPERATING UNDER THE VIETNAMESE MARITIME CODE WITH THE LIABILITIES AND OBLIGATIONS AS REGULATED IN THE CODE.

Please attach relevant guidelines, systems and procedures, and flowchart. Identify issues/problems encountered proposed solutions or actions undertaken.

(NOT ATTACHED)

As additional reference materials, it will be highly appreciated if you provide a copy of the following documents:

- Annual reports
- Technical studies/Research Papers/Country Papers pertaining to topics covered by the Survey.
- Study on Environmental Assessment or Strengths/Weaknesses, Opportunities and threats (SWOT)
- Package of Incentives Available to Cargo Handling, Pilotage and Tug

Service Providers

- Value-Added Services Offered by Service providers
- Institutional Arrangements/Linkages
- Extent of Private Sector Involvement/Investment in Cargo Handling, Pilotage and Tug Operation
- Degree of Automation/Computerization of Port Operation