

GOVERNMENT OF INDIA  
PORT HEALTH ORGANISATION  
VISAKHAPATNAM

**CITIZEN'S/CLIENT CHARTER**

**1. Our Vision:**

To prevent, protect against, control and provide a public health response to the international spread of disease in ways that are commensurate with and restricted to public health risks, and which avoid unnecessary interference to international traffic and trade

**2. Our Services:**

- a) Yellow Fever Vaccination
- b) Issue of Free Pratique to vessels on International voyage from a foreign Port
- c) Issue of Health clearance to all vessels on International voyage
- d) Issue of Ship Sanitation Control Exemption Certificate/ Ship Sanitation Control Certificate
- e) Issue of FSSAI Licence to FBOs within Port terminal

**3. Our aim is to achieve the following service delivery/quality parameters**

S.No	Nature of service	Service Delivery Standard Time limit (days/hours/minutes)	Remarks
	Yellow Fever Vaccination	One hour on the day of booking	On first come first serve basis. Prior booking by email
	Free Pratique to ships	2 hrs	Online on NLP Marine portal after vessel arrival within port limits
	Health clearance to ships	2 hrs	Online on NLP Marine portal after application by Shipping Agent
	Ship Sanitation Control Exemption Certificate/ Ship Sanitation Control Certificate	Same day	Prior booking by Shipping Agent
	FSSAI Licence to FBOs	30 days	As per FSSAI norms, if documents are complete in all aspects.
	Prompt Grievance redressal	Acknowledgement and response to grievance received through registered post – 7 days	
	Prompt acknowledgement of receipt of letters from clients/citizens	7 days	Letters received by registered post or Email.
	Timely response to letters from clients/ citizens	Percentage of letters replied to within the limits as described above – 95%	By registered post or Email.

**4. Availability of Information: Information on the services offered can be obtained from our officers listed below:**

<b>Name of the officer</b>	<b>Designation</b>	<b>Located at</b>	<b>Telephone/ Fax/e-mail</b>
Dr Anit Gayen	CMO (SAG) & Port Health Officer	Office premises: Port Health Organisation, Port Area (Beside SBI Port Branch) Visakhapatnam	Email: <a href="mailto:pho.vizagport@gov.in">pho.vizagport@gov.in</a>

**5. Grievance Redress Mechanism (GRM):**

- A. For any grievance against inability to meet promised standard of service, inform our Public Grievance Officer: Dr Anit Gayen, CMO (SAG) & Port Health Officer, Port Health Organisation, Port Area, Visakhapatnam - 530001
- B. Write an Email to: [pho.vizagport@gov.in](mailto:pho.vizagport@gov.in)