

GOVERNMENT OF INDIA
MINISTRY OF PORTS, SHIPPING AND WATERWAYS
LOK SABHA
UNSTARRED QUESTION NO-1899
ANSWERED ON 02/08/2024

WORKSHOPS ON SAGAR SETU APP

1899. SHRI KESINENI SIVANATH:
SHRI SRIBHARAT MATHUKUMILLI:

Will the Minister of PORTS, SHIPPING AND WATERWAYS be pleased to state:
पत्तन, पोत परिवहन और जलमार्ग मंत्री

- (a) the details regarding implementation and adoption of Sagar Setu app, State-wise;
- (b) the number and details of users/stakeholders of the Sagar Setu app along with the benefits therefrom to traders and service provider including turn around time for approvals and visibility of operation, State-wise including Andhra Pradesh;
- (c) the volume of trade transactions that are being approved on the said app, State-wise including Andhra Pradesh;
- (d) the issues reported/challenges faced during roll out and functioning of the app indicating the number of complaints received and the time taken for their resolution;
- (e) whether workshops/training have been held to familiarise the usage of the app if so, the number of workshops/trainings held State-wise including Andhra Pradesh; and
- (f) if not, whether the Government plans to hold such workshops and if so, the details thereof and if not, the reasons therefor?

ANSWER

MINISTER FOR PORTS, SHIPPING AND WATERWAYS
(SHRI SARBANANDA SONOWAL)

- (a) Sagar Setu has achieved integration with all 13 major ports and 41 non-major ports of India. The details of major ports and non-major ports are given in Annexure-I.
- (b) Sagar Setu application has garnered a base of over 21,000 users spread across diverse geographic regions within India. The sector wise details of user/Stakeholder using the Sagar Setu application is at Annexure-II. These users are port authorities, service providers like shipping agents, terminal operators, Customs House Agents

(CHAs) Importers/ Exporters etc. The number of users, state wise including Andhra Pradesh is at Annexure-III.

The Benefits of Sagar Setu are as below:

1. Real Time Data Exchange enabling the following in the long term:
 - a. A single platform to perform all core activities for importers, exporters, customs brokers, and freight forwarders;
 - b. end-to-end functionality for performing self-clearance digitally and online transactions with custodians;
 - c. providing a level playing field for all relevant stakeholders, both large and small;
 - d. complete domestic tracking of shipments with notifications at each stage;
 - e. real-time information on activities;
 - f. enhanced transparency in government-to-business relations and ease of doing business;
 - g. reduced costs and timeframes for the execution of trade and logistics operations; and
 - h. paperless transactions for all stakeholders, along with business intelligence reporting and data analytics.

2. The visibility of operation is indicated stakeholder wise, as detailed below:
 - a. **Ports & Terminal Operators:** All 13 major ports (with their Terminal Operating System, TOS/ Port Operating System, POS) and 41 non-major ports are integrated with National Logistic Portal Marine (NLP-M). Almost all terminal operators at major ports have been onboarded.
 - b. **Customs:** Integration with Indian Customs Electronics Gateway (ICEGATE) streamlines the electronic exchange of data and information between customs and ports.
 - c. **Port Health Organisation (PHO) module:** PHOs can approve and issue certificates using the PHO module, and notifications will be sent to port officials. Requests for Free Pratique and Health Declaration Certificates to PHOs at ports are available through Sagar Setu.
 - d. **Mercantile Marine Department (MMD) module:** Real-time and online information exchange regarding vessel detention and release is available to MMD inspectors, port authorities, and other stakeholders.
 - e. **Indian Railways:** Messages from Sagar Setu are integrated with Freight Operations Information System (FOIS) for sharing voyage registration, Electronic Verified Gross Margin (eVGM), berth allotment, container pendency, and bulk pendency.

- f. **Unified Logistics Interface Platform (ULIP):** Multiple messages are integrated between ULIP and Sagar Setu.
- g. **Directorate General of Lighthouses and Lightships (DGLL):** The DGLL module has been developed and provides information on lighthouse dues payment status on Sagar Setu.
- h. **Banks:** Multiple banks have been onboarded in Sagar Setu for Business to Government Transactions (B2G) transactions. Sagar Setu also plans to implement Business to Business (B2B) transactions on its platform.

3. Improving Port Operations and Efficiency:

- a. 98 messages have been integrated over NLP-M, providing the Ministry of Ports, Shipping and Waterways (MoPSW) with visibility into key port operations metrics and monitoring efficiency.
- b. The processes for PHO free pratique and health declaration forms have shifted entirely from manual to NLP-M, leading to a much reduced process time of five hours at most major ports.
- c. With the data available in Sagar Setu, insights can be provided regarding vessel approval times, voyage tracking, and crew and cargo details, which can enable ports to improve their turnaround times and ensure greater transparency.

(c) In the fiscal year 2024, there were close to 69 Lakhs message exchanges on Sagar Setu. The total value of financial transactions processed on the Sagar Setu platform amounted to INR 12,000+ crores.

The details of message exchange port/state wise including Andhra Pradesh are at Anneure-IV

(d) A 24/7 Sagar Setu Helpdesk team operates to offer both operational and technical assistance. On an average around 1300 queries and issues are reported. The predominant issues reported by users are as under :

- i. Challenges encountered with the exchange of Electronic Data Interchange (EDI) files;
- ii. difficulties related to the integration with Customs (ICEGATE);
- iii. problems with the receipt of COPRAR (Container Pre-arrival Report) messages; and
- iv. various lesser application-related issues, including those concerning user registration and login, payment processes, etc.

The average time to resolve an issue is around 4 days.

(e) A series of workshops and training programs have been organized, featuring key events such as Conference Room Pilot sessions in August 2022, Port Feedback

sessions in August 2023, and a User Acceptance Testing (UAT) Demo session in September 2023. In addition to these scheduled events, bespoke sessions are also offered on an as-needed basis to educate users about the Sagar Setu application. Tailored sessions are regularly provided upon the request of stakeholders, including Port Authorities, regulatory bodies, and shipping agents, to ensure they are well-versed in using the application. Furthermore, routine weekly and monthly meetings with the nodal officers from various trade associations are held to discuss and resolve any issues that users may encounter during their operations. Sagar Setu also offers a range of user guides and video tutorials that are readily accessible to the general public.

(f) Conducting workshop/training is a periodic and continuous exercise.

Details of Major and Non Major ports of India onboarded on Sagar Setu.**List of Major Ports onboarded on Sagar Setu:**

S. No	Port Name	State
1	Chennai Port Authority	Tamil Nadu
2	V.O.Chidambaranar Port Authority	Tamil Nadu
3	Kamarajar Port Limited	Tamil Nadu
4	Mumbai Port Authority	Maharashtra
5	Jawaharlal Nehru Port Authority	Maharashtra
6	Cochin Port Authority	Kerala
7	Visakhapatnam Port Authority	Andhra Pradesh
8	New Mangalore Port Authority	Karnataka
9	Paradip Port Authority	Odisha
10	SMPA Haldia Dock Complex	West Bengal
11	SMPA Kolkata Dock System	West Bengal
12	Deendayal Port Authority	Gujarat
13	Mormugao Port	Goa

List of Non-Major Ports onboarded on Sagar Setu:

Sr. No.	Port Name	State
1	Kakinada Seaport Limited	Andhra Pradesh
2	Krishnapatnam Port	Andhra Pradesh
3	Adani Gangavaram Port Pvt Ltd	Andhra Pradesh
4	Kakinada Anchorage Port	Andhra Pradesh
5	KAKINADA DEEP WATER PORT (KDWP)	Andhra Pradesh
6	Ravva Port (Terminal)	Andhra Pradesh
7	Panaji Port	Goa
8	Adani Petronet (Dahej) Port	Gujarat
9	Hazira Port	Gujarat
10	Magdalla Group Of Ports	Gujarat
11	Mundra Port	Gujarat
12	Pipavav Port	Gujarat
13	Sika Port	Gujarat
14	AMNS Port Hazira	Gujarat
15	Gujarat Chemical Port Limited, Dahej	Gujarat
16	Essar Bulk Terminal (Salaya) Limited	Gujarat

Sr. No.	Port Name	State
17	Dahej Harbour and Infrastructure Limited	Gujarat
18	UltraTech Cement Ltd,GCW, Kovaya	Gujarat
19	Bhogat Port facility - Vedanta Limited	Gujarat
20	Bhavnagar Port	Gujarat
21	Vizhinjam International Port	Kerala
22	Kollam Port	Kerala
23	Beypore Port	Kerala
24	Vizhinjam Port	Kerala
25	Azhikkal Port	Kerala
26	Bankot Port	Maharashtra
27	Konkan LNG Pvt Ltd	Maharashtra
28	Dharamtar Port	Maharashtra
29	Dahanu Port	Maharashtra
30	Angre Port Pvt Ltd	Maharashtra
31	JSW Jaigarh Port	Maharashtra
32	REDI PORT LTD	Maharashtra
33	RANPAR	Maharashtra
34	Indo Eng Pvt Ltd	Maharashtra
35	JSW Revdanda Port	Maharashtra
36	Dighi Port Ltd.	Maharashtra
37	Karanja Terminal & Logistics Pvt. Ltd	Maharashtra
38	Dhamra Port Pvt Ltd	Odisha
39	Gopalpur Port	Odisha
40	Kattupalli Port Pvt Ltd	Tamil Nadu
41	MIDPL Kattupalli Port	Tamil Nadu

Details of sector wise Stakeholders using the application:

Sr. No.	Stakeholders	Count
1	Importer/Exporter	7519
2	Customs Broker	5685
3	Shipping Agent	4619
4	Importer	792
5	Container Agent	645
6	Stevedore	379
7	Empty Yard Operator	222
8	Ship Chandlers	192
9	Shipping Line	184
10	Container Freight Station	178
11	Port Operations	109
12	Freight Forwarder	105
13	Exporter	104
14	Inland Container Depot	95
15	Non Vessel Operating Common Carrier	85
16	Terminal Operator - Sea	80
17	Rail Transport	64
18	Port Authority	61
19	Road Transport Operator	34
20	Regulatory Authority	31
21	Surveyor	27
22	Barge Operator	25
23	Port Health Organization	21
24	Port Marine	20
25	Coast Guard / Indian Navy	19
26	ICD Shipping Line	19
27	RAIL TRANSPORT OPERATOR	18
28	Port Finance	16
29	Mercantile Marine Department	15
30	Bunker Supplier	14
31	Latch-On Service Provider	14
32	IW-Vessel Operators	13
33	SA Administrator	11
34	BANK	9
35	Inland Waterways	8
36	Port Traffic	8
37	Container Train Operator	6
38	DG Shipping	4
39	HMC Operator	4

Sr. No.	Stakeholders	Count
40	Coastal Cargo Stakeholders	3
41	Regulatory Operation	3
42	Tank Farm Operator	3
43	Plant Quarantine Organisation	1
44	Export Promotion Council	2
45	Indian Customs	2
46	Ministry of Commerce and Industry(DPIIT)	2
47	Directorate General of Lighthouses And Lightships	1
48	Food Safety and Standards Authority of India	1
49	Freight Operating Information System	1

Number of Users, state-wise using Sagar Setu app:

SI No	State	No of Stakeholders
1	Maharashtra	10285
2	West Bengal	3614
3	Tamil nadu	1804
4	Andhra Pradesh	1286
5	Gujarat	1123
6	Kerala	695
7	Odisha	483
8	Karnataka	249
9	Goa	199

Message exchanges (During FY24):

Sr. No	Port Name	State	Total (in Lakhs)
1	Chennai Port Authority	Tamil Nadu	29.4
2	V.O.Chidambaranar Port Authority		
3	Kamarajar Port Limited		
4	Jawaharlal Nehru Port Authority	Maharashtra	15.6
5	Mumbai Port Authority		
6	Visakhapatnam Port Authority	Andhra Pradesh	9.5
7	SMPA KDS	West Bengal	9.3
8	SMPA HDC		
9	Cochin Port Authority	Kerala	1.9
10	Deendayal Port Authority	Gujarat	1.9
11	New Mangalore Port Authority	Karnataka	0.8
12	Paradip Port Authority	Odisha	0.6
13	Mormugao Port Authority	Goa	0.2
