



भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण

(पत्तन, पोत परिवहन और जलमार्ग मंत्रालय, भारत सरकार)

मुख्यालय : जलमार्ग भवन, ए-13, सैक्टर-1, नौएडा-201 301, (उ० प्र०)

INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Ports, Shipping and Waterways, Govt. of India)

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No. IWAI-230217(11)/1/2019-Mem (Tr)

Date: 29.09.2023

OFFICE MEMORANDUM

Sub: Standard Operating Procedure (SOP) for Immigration & Customs for cruise vessels plying on Indo-Bangladesh Protocol route - reg.

I am directed to enclose herewith Standard Operating Procedure for operation of cruise vessels along Indo-Bangladesh Protocol route and procedure for Customs & Immigration for the cruise vessels plying on Indo-Bangladesh Protocol route.

2. The consent of the Standard Operating Procedure has been obtained from Bureau of Immigration vide their letters no. DIB UO No. 11/Imm/2022(16)-2089 dated 14.06.2023 and DIB UO No. 11/Imm/2022(16)-20 dated 11.09.2023 and from Commissioner of Customs (Preventive) vide their letter no. CUS/SU/MISC/40/2022-Tech-O/o Commr-Cus-Prev-Kolkata dated 25.07.2023.

3. This issues with the approval of Competent Authority in IWAI.

(A.K. Bansal)

Director (Traffic & Logistics)

Email: akbansal.iwai@nic.in

Encl: as above

To:

1. Shri Vimal Srivastava, Principal Commissioner (Customs & EP)
CBIC, New Delhi
Email: vimal.srivastava@nic.in
2. Commissioner (Immigration), Bureau of Immigration
Ministry of Home Affairs, New Delhi – 110 021
Email: ad-admin.boi@gov.in
3. Commissioner of Customs (Preventive)
3rd Floor, Custom House, 15/1, Strand Road, Kolkata-700001
Email: commrprev-cuswb@nic.in
4. Foreign Regional Registration Officer, 237, AJC Bose Road, Kolkata – 700020
Email: frrokol@nic.in

Copy to:

Director, IWAI Kolkata / Guwahati / Patna / Kochi / Bhubaneshwar

Copy for information to:

PPS / PA to Chairman, Vice-Chairman, Member-Finance / Member-Technical / Member (T&L)

Copy also for information to:

Chief Engineer-PM JMVP, Hydrography Chief, Secretary, IWAI, Director (MM), Director (Tech), Director (Hyd.)

STANDARD OPERATING PROCEDURE (SOP) FOR CRUISE VESSELS PLYING ON IBP ROUTE

The most important factor to deploy cruise ships in a particular country is the cruise passengers experience. The handling of cruise is a multi-faceted operation involving procedures relating to security, immigration, customs, and health clearance for which this SOPs had been developed after examining in detail the existing regulatory procedures relating to security, immigration and customs for embarking and disembarking. Ideally, the disembarkation from a cruise ship having up to 50 passengers should not take more than 45 minutes with individual queuing times under 15 minutes for all the processes required. Keeping in view the SOPs for handling cruise passengers have been prepared in consultation with the stakeholders.

1. Terms:

- i. IWAI means Inland Waterways Authority of India, Ministry of Ports, Shipping & Waterways, Govt of India.
- ii. BoI means Bureau of Immigration, Ministry of Home Affairs, Govt of India.
- iii. Immigration is the procedure adopted by BoI as per Government of India regulations and guidelines.
- iv. MoPSW means Ministry of Ports shipping & Waterways, Govt of India.
- v. Customs means the Indian Customs, CBIC, Ministry of Finance, Govt of India.
- vi. PIWTT means PROTOCOL ON INLAND WATER TRANSIT AND TRADE entered between the Government of the Republic of India and Government of the People's Republic of Bangladesh.

2. Responsibilities of Authorities:

- i. Syama Prasad Mookerjee Port, Kolkata, will allow Immigration officials for immigration process in the building (Cafeteria cum lounge Ground Floor) in front of IM Jetty (Indenture Memorial Jetty).
- ii. IWAI will ensure that all the required furniture & Internet connection (for office computer and not for counters as they are having leased line connectivity), CCTV facilities and AC is made available at IM Jetty, Kolkata Port and IWAI Terminal, Dhubri. Stabilized electricity supply should be ensured.
- iii. FRRO/ BOI, will arrange Computer System, biometric Machine, Passport reader machine, Switch layer 4, lease line to maintain secrecy of the data.



3. Responsibility of Cruise Vessel owner/ Agent:

- i. Shall inform in advance the timing of arrival of vessel to IWAI 2 days in advance so as to ensure cleanliness and passenger amenities at IM jetty and surrounding areas.
- ii. Shall submit the Pre-Arrival Notice for Cruise Vessel 15 days in advance to the IWAI, Customs and BOI.
- iii. Provide living space & necessities in vessel for escort officers for the travel as required under this SOP.

4. BUREAU OF IMMIGRATION CLEARANCE PROCEDURE: BoI Clearance Procedure for International Passengers (inbound/outbound)

- i. The Cruise Operator or Shipping agent shall be required to create User id/ password by registering online on BoI Portal or any other guideline prescribed by BoI.
- ii. The passenger manifest submitted would be processed & scrutinized by BoI well before arrival of the ship. The arrival manifest should be submitted 72 hours before and departure manifest 24 hours before.
- iii. After berthing at jetty and obtaining requisite clearance from Harbour Master, the passenger shall disembark from the vessel and queue up to the designated Immigration Check Post for immigration clearance at counters.
- iv. Face to face check shall be done by the Immigration Officers at the designated ICP (Immigration Check Post).
- v. The passenger shall present valid Passport, Visa to Immigration officer at the counter.
- vi. For crew onboard the cruise vessels, the relevant procedures as prescribed in Para-15 of the PIWTT shall apply.
- vii. Immigration clearances shall be carried out at Indenture Memorial (IM) Jetty belongs to Syama Prasad Mookerjee Port, Kolkata, for inward and outward vessels.

Dhubri

- viii. The Customs & Immigration for passengers arriving at Dhubri or departing from Assam shall be carried out at IWAI Terminal at Dhubri. The infrastructure for immigration and customs has already been provided by IWAI at Dhubri Terminal.
- ix. All other procedures as mentioned in para 3 (i) to para 3 (iii) and in para 4 (i) to para 4 (vi) shall be carried by Bureau of Immigration/ the cruise operators.
- x. After leaving the vessel from Dhubri Terminal, it will not stopover before entering into Bangladesh on River Brahmaputra.
- xi. However, escort from Dhubri Terminal to Bangladesh border in Assam may be provided by Border Guarding Force (BGF) of the State Police.