

## NORMS

### PORT'S OVERALL QUALITY OBJECTIVES

Sr. No.	Objective	Target for Financial Year 2005 - '06
1	Reducing turn around time of ship	2.78 days
2	Increasing tonnage output per berth day	15,873 MT
3	Increasing throughput of barge unloading per day	42,000
4	Increasing number of man days of training per employee	1.80 days
5	Reducing operating expenditure per tonne of cargo handled	58.67
6	Improving customer satisfaction index	70%
7	Reduction in accidents over the previous year	20%