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1. Aim and Scope

To establish a quality service commitment for all vessels in commercial activity that enter the Port of Montevideo, excluding vessels that do not require the pilot service.

The commitment covers all operations from when the vessel drops anchor until the pilot disembarks after the vessel leaves the port.

The commitment is expressed in maximum terms for docking and port exit manoeuvres, and in minimum terms for loading and unloading operations.

Vessels that because of the particular nature of their cargo do not feature in the table in point 5.2 are included in the commitment concerning docking and port exit manoeuvres.

2. References

Port Law No. 16246

ANP regulations about the docking of vessels

Maritime Information Regulations, Published (I.M.P.) P.E. Decree No. 77/977

P.E. Decree No. 846/967, Regulations on Opening and Closing of the Port of Montevideo

Port Management System

Pilot Regulations

3. Definitions

ANP: National Port Administration

DNA: National Customs Administration

PNN: National Coast Guard

CONMO: Maritime Control – National Coast Guard

CENNAVE: Navigation Centre

CCPM: Port of Montevideo Quality Committee

OPERADOR: Port Operator of Vessel Operations

PRÁCTICO: Captain of High Seas Vessel of the Association of Pilots

REMOLQUE: Enterprise responsible for tug services

4. Service Commitment

The Port of Montevideo Quality Committee (CCPM) makes the commitment that, under normal weather conditions, any vessel once it has reached the anchorage zone, been assigned a berth and obtained clearance, shall be docked and ready for operations in 3 hours 30 minutes, shall carry out its operations in accordance with the specific operation service commitments, and will complete its unberthing and port exit manoeuvre and drop the pilot in a maximum time of 3 hours 30 minutes.

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5. Development

5.1 Docking Time (Phase I):

Docking time is considered as the time from when the vessel anchors outside the port until it is docked and ready for operation.

The commitment is to a maximum time of 3 hours 30 minutes for all vessels covered by this commitment and at all docking berths.

5.2 Vessel Operation Time (Phase II):

Vessel operation time is considered as the time from when the vessel is ready for operation until the operation is completed. For this, specific service commitments for each operation have been stipulated, as shown in the table below.

Type of Operation		Service Commitment	
Movement of containers¹	Specialized Terminal	32 / cont / hour	
	Multi-purpose Terminal	25 / cont / h	
Movement in bulk	Belt	Chips	400 / ton / h
		Others	200 / ton / h
	Crane	150 / ton / h	
Movement of general cargoes	Bags	125 / ton / h	
Movement of vehicles on wheels		100 / units / hour	

¹ Only seagoing vessels carrying just containers are considered. River vessels and general cargo are excluded.

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5.3 Port Exit Time (Phase III):

Port exit time is considered as the time from when the vessel starts its unberthing manoeuvre until it drops the pilot.

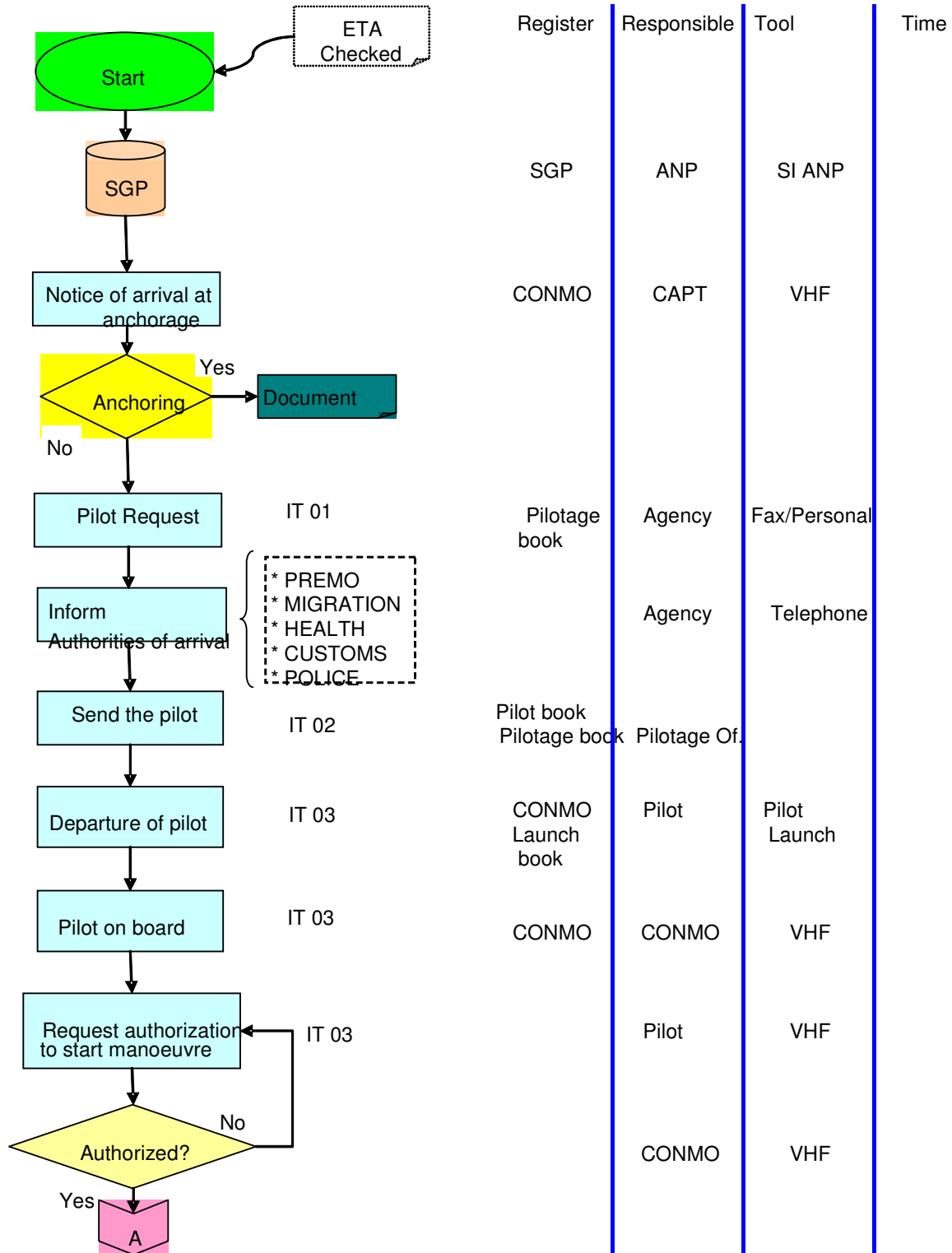
The commitment is to a maximum time of 3 hours 30 minutes.

The flow diagram of the process is shown overleaf.



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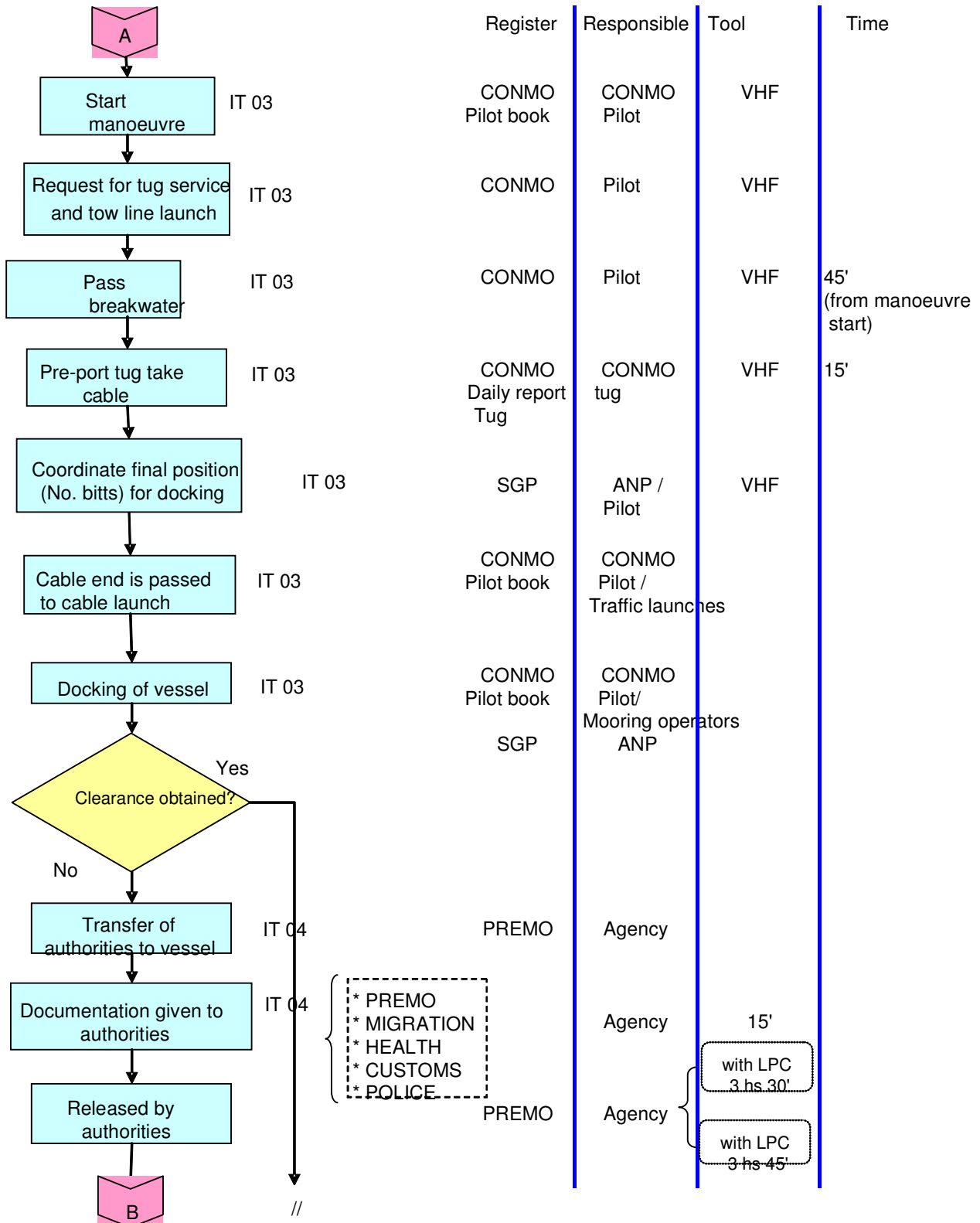
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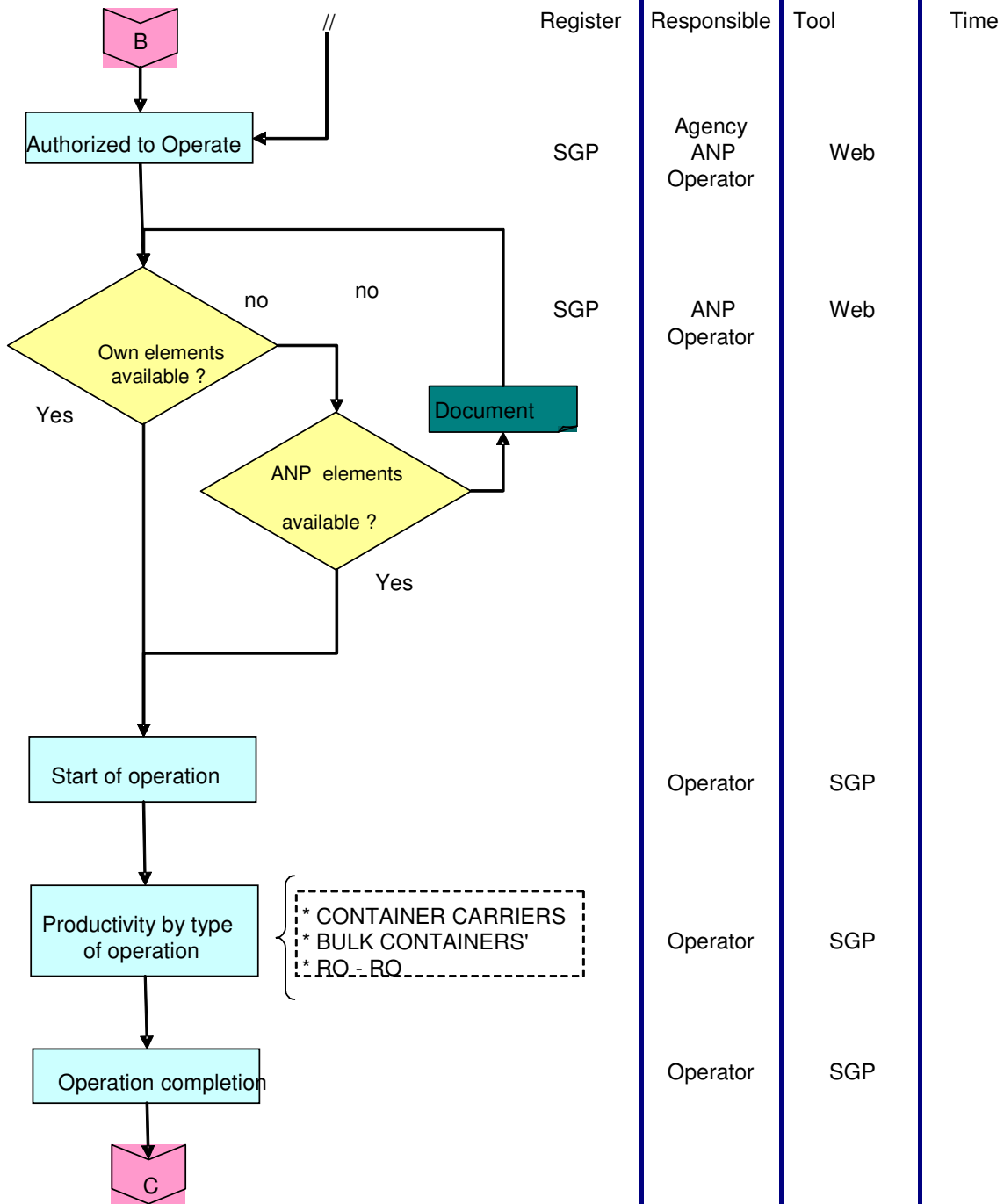
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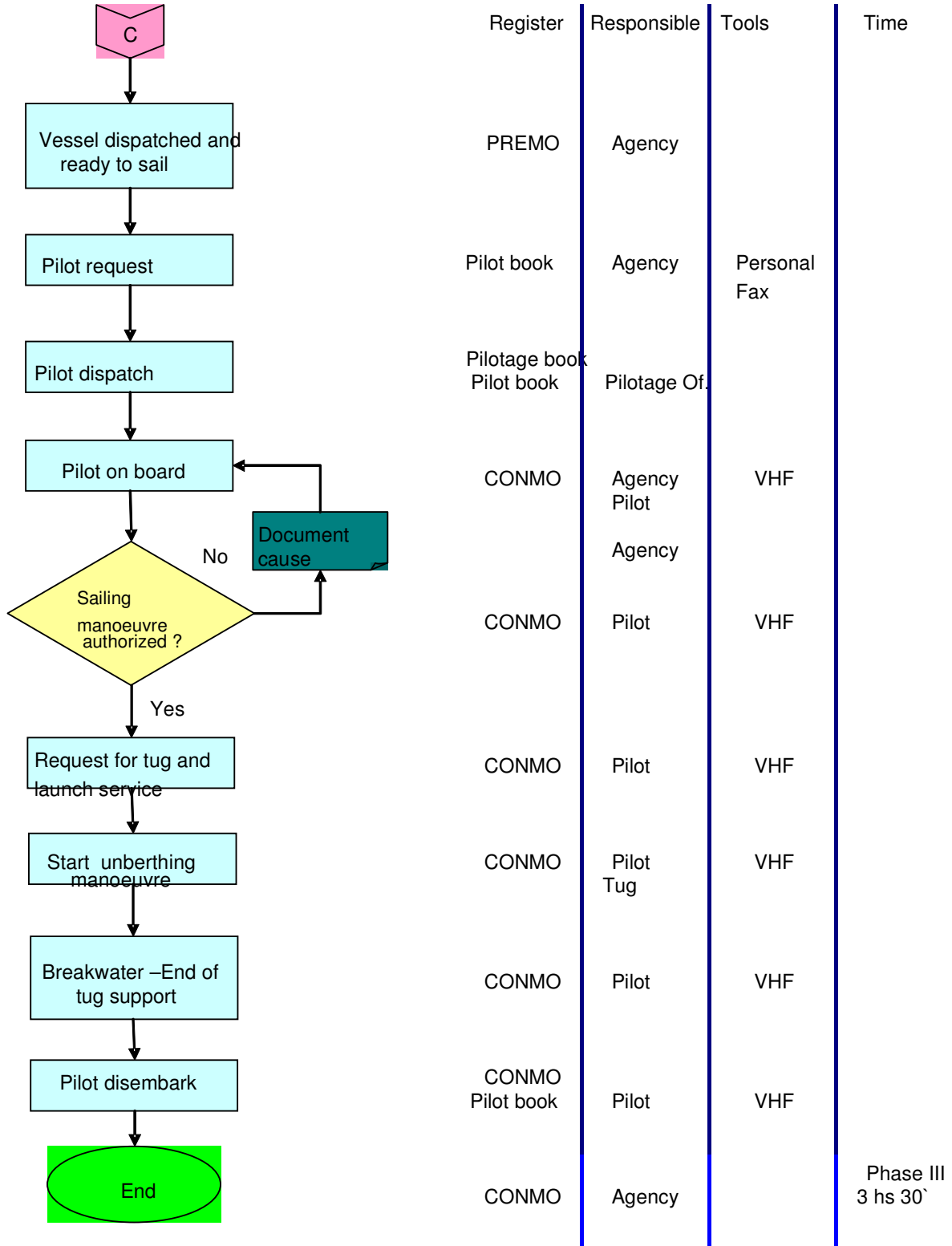
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6. National Port Administration Service Commitment:

The National Port Administration (ANP), a member of Working Group No. 1 “Stay of Vessels in the Port of Montevideo” of the Port of Montevideo Quality Committee, makes the following commitment:

Prior to Arrival and Docking:

1. To have available the human, technical and equipment resources sufficient to adequately handle the demand for its service 24 hours a day uninterruptedly for 365 days per year.
2. To manage the allocation of docking berths for vessels in accordance with the information provided by shipping agents in the Traffic Management Unit.
3. To establish docking priorities (applying the provisions of the Docking Regulations) in function of the various factors involved, trying at all times to ensure that said management shall improve port operations.
4. To inform the Shipping Agent if a docked vessel has to be moved forwards or backwards as the case may be.

Vessel Operation

1. The National Port Administration (ANP) shall be responsible for the correct maintenance of the docks it administers, for the conditions of its installations and equipment, for the navigation safety conditions in its mandate and for the other goods that constitute the Public Domain of the Port as defined in article 37 of Decree 412/992

Unberthing and Exit Operation

1. To deal with the unberthing request at the time it is solicited.
2. To make the necessary arrangements so the dock shall be free and unobstructed, so the operations of the next vessel to dock shall not be affected.


Service Commitment

To ensure a minimum depth	10.5 metres at all docking berths
To allocate docks to vessels	24 hours before arrival
To provide crane services and operators	24 hours a day
To ensure accessibility to the port	24 hours a day

President of the National Port Administration

Date:

Signature

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7. Commitment by the Maritime Authority Communications Service of the Maritime Control Centre (PNN - CONMO):

The Maritime Authority (P.N.N.), through the Maritime Control Centre as a member of Working Group No. 1 “Vessel Services” of the Port of Montevideo Quality Committee is committed to providing the following services to vessels:

Prior to Arrival:

- 1 - To have available the human, technical and equipment resources sufficient to adequately handle the demand for its service 24 hours a day uninterruptedly for 365 days per year.
- 2 – To manage to required ordering of maritime traffic in its area of responsibility.
- 3 – To record all the information shown in the flow diagram of the process, where its responsibility is indicated.

Vessel Operation

- 1 – The Maritime Authority (P.N.N – CONMO) is committed to ensuring all vessels can navigate safely and in a responsible way, and to keeping information updated about weather conditions, changes in buoy signalling, manoeuvres by other vessels that are under way within and outside the port, any potentially dangerous situation, and any other factor that may contribute to safe navigation, the protection of human life and the prevention of water pollution.
- 2 – To keep the Shipping Agents, Pilots and Captains, duly informed of any news about arrivals, changes of routes or sailing schedules, and of any information relevant to vessel navigation to and from the points defined in the present commitment, in accordance with the provisions of P.E. Decree No. 77/997 (Published Maritime Information).

Unberthing and Port Exit Operation

- 1 – Record all information indicated on the flow diagram of the process, where its responsibility is indicated.
- 2 – Provide the information needed to carry out the port exit manoeuvre in a normal way to the actors listed in point 2: of **Vessel Operation**

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Service Commitment

To provide the information agreed after the vessel sails	Maximum period 36 hours
The committed registers are:	
On arrival	On departure (set sail)
1. Arrival of vessel at the anchorage zone.	1. Exit authorization (set sail)
2. Request for pilot	2. Request for pilot
3. Departure of pilot in launch.	3. Pilot on board
4. Pilot on board.	4. Request for tug
5. Maximum entry draught	5. Maximum exit draught
6. Start of operation	6. Tug engaged
7. Request for tug	7. Start of unberthing manoeuvre
8. Departure of tug	8. Vessel passes breakwater
9. Vessel passes breakwater	9. End of manoeuvre / dropping pilot
10. Docking of vessel (end of docking manoeuvre)	

Prefect of the Port of Montevideo

Date:

Signature _____

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8. Shipping Agent Service Commitment:

The Shipping Agents members of Working Group No. 1 “Stay of Vessels in the Port of Montevideo” of the Port of Montevideo Quality Committee are hereby committed to the following:

Prior to Arrival:

1. To have available the human, technical and equipment resources sufficient to adequately handle the demand for its service 24 hours a day uninterruptedly for 365 days per year.
2. To ensure that the appropriate authorities are informed of the vessel's arrival.
3. To request the port administrator to assign a berth for the vessel to dock and carry out operations.
4. To keep all parties involved informed about any changes to the vessel's ETA that may be made, and the programmed time for operations to begin.
5. To request an entry pilot in accordance with the new ETA and depending on berth availability.

Entry and Docking Operation

1. To coordinate with the providers and the operator the delivery of provisions to the vessels so as to avoid problems or delays for the vessel, in the same way as for the requirements of some land service.
2. That the vessel shall be freed by the authorities to operate in a time period of no more than 15 minutes after docking.

Vessel Operation

1. To maintain contact with the vessel at all times, by telephone or using any other means of communication that is considered suitable, so as to be able to assist the vessel should any unforeseen eventuality arise.
2. To complete the official procedures with the Port Administration for the movement of the vessel within the port, should this be necessary.
3. To maintain contact with the Port Operator about the completion of operations.
4. To solicit the exit pilot.

Unberthing and Port Exit Operation

1. To have the vessel officially released by the authorities 1 hour before casting off.
2. To solicit an exit pilot in accordance with the completion time stated by the operator.

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Service Commitment

Vessel information to the SGP	10 days before arrival
Solicit Dock	Assigned prior to arrival
Solicit docking pilot	
Vessel free and ready for operation	15 minutes alter docking
Vessel officially released by authorities	Minimum 1 hour before casting off
Solicit pilot for port exit manoeuvre	

Navigation Centre Delegate of the Shipping Agents Board

Mr. Daniel Cardarelo

Date:

Signature

President of Navigation Centre, Mario Baubeta

Date:

Signature

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9. Service Commitment of Association of Pilots:

The Association of Pilots members of Working Group No. 1 “Stay of Vessels in the Port of Montevideo” of the Port of Montevideo Quality Committee make the following commitments:

Prior to Arrival:

1. To have available the human, technical and equipment resources sufficient to adequately handle the demand for its service 24 hours a day uninterruptedly for 365 days per year.
2. To draw up the list of programmed manoeuvres sufficiently in advance.

Vessel Entry and Docking Operation

1. To correctly record the time of the pilot in the launch, the pilot on board, and the times the manoeuvre begins and is completed.
2. To confirm with the Port Administration the availability of the docks assigned for mooring.
3. To have available the means of transport (a launch) to go and meet the vessel for the docking manoeuvre and the same when this has been completed, and that this transfer shall not cause delays when the vessel is docking or exiting the port.
4. To contact the tugs and coordinate in good time the allocation of the number needed to carry out the docking and port exit manoeuvres.
5. To confirm the availability of mooring operators.

Unberthing and Port Exit Operation

1. To respond to the request for unberthing and port exiting at the time it is made.
2. To coordinate and give instructions to the tugs and mooring operators to carry out the unberthing and port exit manoeuvre with no delays.
3. To register all the data necessary to accredit the physical and documentation characteristics of each docking and port exit manoeuvre.
4. To communicate immediately to the Port Authority about any incident during the manoeuvre that could affect port operations.

Service Commitment


Time of pilot in launch to pilot on board	1 hour 17 minutes ⁽¹⁾
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⁽¹⁾ The boarding generally takes place at kilometre 13.5 of the access channel. The navigation speed of the launch is taken as equivalent to 5 km/h. Justify incidents of boarding that require greater navigation time.

President of the Association of Pilots of Uruguay

Date:

Signature

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10. Tug Service Commitment

The Tug Services members of Working Group No. 1 “Stay of Vessels in the Port of Montevideo” of the Port of Montevideo Quality Committee make the following commitments:

Prior to Arrival:

1. To have available the human, technical and equipment resources sufficient to adequately handle the demand for its service 24 hours a day uninterruptedly for 365 days per year.
2. To have the number of personnel necessary to provide an effective service during docking and port exit operations.
3. To ensure that crews are relieved in such a way that this does not interfere with the provision of the service.

Entry and Docking Operation

1. To coordinate the vessel’s tug manoeuvres with the pilot.
2. To inform the CONMO of the start and completion times of the docking manoeuvres.

Unberthing and Port Exit Operation

1. To coordinate unberthing and port exit manoeuvres with the pilot.
2. To inform the CONMO of the start and completion times of the unberthing and port exit manoeuvres.

Service Commitment

Start to completion of docking manoeuvre	2 hours
Start to completion of unberthing and port exit manoeuvre	2 hours

President of the enterprise Kios S.A., Mr. Fernando Capurro

Date: _____ Signature _____

President of the enterprise REYLA S.A. Repr. ROU, Mr. Ramón Varela

Date: _____ Signature _____

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11. Port Operator Service Commitment:

The Port Operators of the Port of Montevideo, members of Working Group No. 1 “Stay of vessels in the Port of Montevideo” of the Port of Montevideo Quality Committee, make the following commitments.

Prior to Arrival:

1. To draft the operation plan in accordance with the volume and type of cargo to be moved.
2. To have available the equipment and transportation vehicles for the cargoes to be moved.
3. To set up the operations exclusion zone.

During vessel operation

4. To employ the procedures and human and material resources to secure and improve the minimum productivity stipulated in the chart in point 5.1 in accordance with the service rendered.

Subsequent to unberthing and exit of vessel

1. Clear the operations area and leave the spaces in regulation conditions for the next operation.

Service Commitment –

Minimum productivity commitment in the chart in point 5.2

Navigation Centre President of Port Operators Board
 Juan Olascoaga (Engineer)

Date: _____ Signature _____

Navigation Centre President Mario Baubeta

Date: _____ Signature _____



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12. Annex

