

# Land Ports Authority of India



## Citizen Charter 2023

## Table of Contents

<b>1. About LPAI</b> .....	3
<b>2. Our Vision</b> .....	4
<b>3. Our Mission</b> .....	4
<b>4. Activity Profile</b> .....	5
<b>4.1 Operational Land Ports</b> .....	5
<b>4.2 List of Stakeholders</b> .....	5
<b>4.3 Services at Land Ports</b> .....	6
<b>4.3.1 Passenger Services</b> .....	6
<b>4.3.2 Cargo Services</b> .....	7
<b>4.3.3 Stakeholder Services</b> .....	7
<b>4.3.4 User Charges</b> .....	7
<b>5. Responsibility of Passengers</b> .....	8
<b>6. Responsibilities of Stakeholders</b> .....	8
<b>7. Grievance Redressal Mechanism &amp; Vigilance</b> .....	9
<b>7.1 Grievance lodging process</b> .....	9
<b>7.2 Format for Grievance submission-</b> .....	9
<b>7.3 Vigilance</b> .....	10
<b>8. Transparency in Functioning of LPAI</b> .....	10
<b>9. Review of Charter</b> .....	10
<b>Annexure 1- Contact details and working hours of land ports</b> .....	11
<b>Annexure 2- Passenger Facilities</b> .....	12
<b>Annexure 3- Cargo related facilities</b> .....	13

## 1. About LPAI

Land Ports Authority of India (LPAI) is a statutory body under Department of Border Management, Ministry of Home Affairs, Government of India. LPAI is headed by the Chairman, who is also head of LPAI Board. At executive level, Chairman LPAI is supported Member (Planning and Development), Member (Finance) and Secretary (LPAI).

List of LPAI Board Member, apart from Chairman, Member (Planning and Development) and Member (Finance)

<b>S.N. Board Members of LPAI</b>	
1.	Additional Secretary and Legislative Counsel
2.	Principal Resident Commissioner, Government of West Bengal
3.	Joint Secretary (BM-II), Ministry of Home Affairs
4.	Additional Secretary, D/o Commerce
5.	Joint Secretary (Plant Protection), D/o Agriculture & Cooperation
6.	CE(Monitoring)Road Transportation and Highways
7.	Joint Secretary (DPA-III) Ministry of External Affairs
8.	Joint Secretary (BM) Ministry of External Affairs
9.	Joint Secretary (Army), Ministry of Defence
10.	Commissioner (Customs), Central Board of Indirect taxes & Custom
11.	Executive Director, Traffic Transportation (Steel), M/o Railways
12.	President, Federation of Indian Export Organization
13.	Commissioner & Secretary, Home, Political, Passport, Border Areas, Information and Public Relations of States Government (Assam, Bihar, Meghalaya, Manipur, Mizoram, Punjab, Tripura, Uttar Pradesh)

Member (Planning and Development) is responsible for functions related to the Planning, construction and maintenance of Land Ports, Member (Finance) is responsible for functions related to the finance and commerce and Secretary (LPAI) is responsible for functions related to land port operations and administration.

Secretary (LPAI) is supported by Director (Operations) for management and administration of land ports in coordination with Integrated Check Post (ICP)/land port Manager of the respective land port.

A schematic description of the high-level organisation setup of LPAI is provided in the figure below.

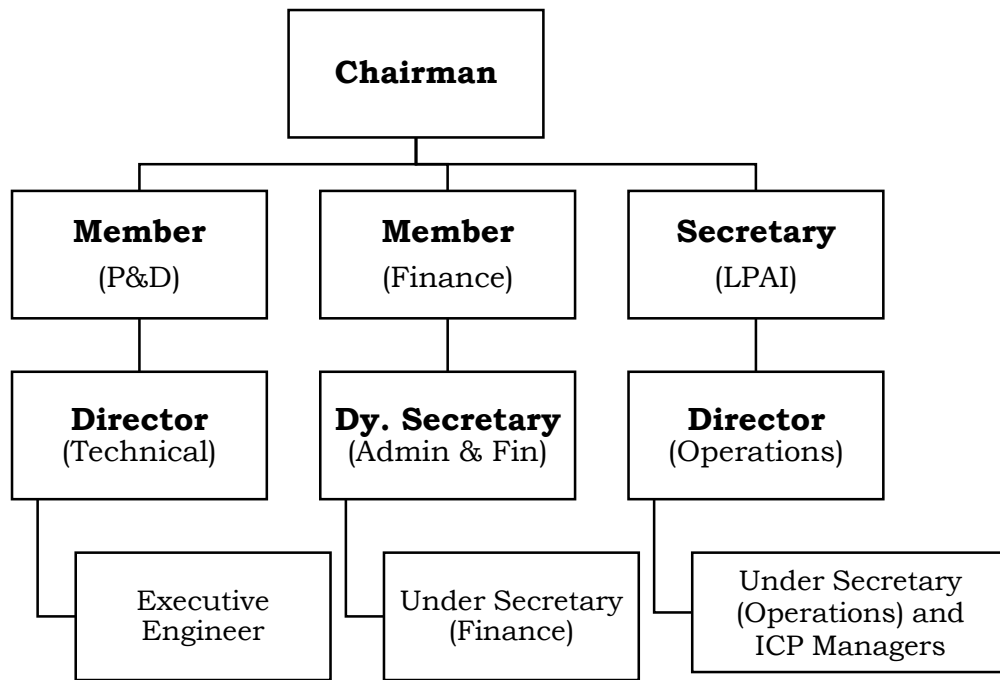


Figure 1 High level organisation setup of LPAI

## 2. Our Vision

LPAI's primary role is to develop land ports on India's borders, to provide secure, seamless and efficient systems for cargo and passenger movement, to reduce dwell time and trade transaction costs, to promote regional trade and people-to-people contact and imbibe the best international practices.

LPAI has a holistic vision for land border trade and passenger movement with a vision to:

- Promote trade with neighbouring countries via land routes.
- Generate employment in border areas
- Improve investments and opportunities
- Improve travel and tourism
- Enhance people to people connect
- Improve relation with neighbouring countries

## 3. Our Mission

LPAI's actions are driven by our mission to:

- Build state of the art land ports on India's land borders
- Provide secure, seamless, and efficient systems for cargo and passenger movement
- Reduce dwell time and trade transaction costs at land ports
- Imbibe the best international practices

## 4. Activity Profile

### 4.1 Operational Land Ports

LPAI has operationalized eleven land ports also referred as Integrated Check Posts (ICPs), as on date, the list operational ICPs is provided below:

S. No	Land Port	State	Bordering Country	Corresponding Bordering Land Port
1	ICP Attari	Punjab	Pakistan	Wagah
2	ICP Dera Baba Nanak	Punjab	Pakistan	Kartarpur
3	ICP Raxaul	Bihar	Nepal	Birgunj
4	ICP Jogbani	Bihar	Nepal	Biratnagar
5	ICP Petrapole	West Bengal	Bangladesh	Benapole
6	ICP Sutarkandi	Assam	Bangladesh	Sheola
7	ICP Agartala	Tripura	Bangladesh	Akhaura
8	ICP Srimantapur	Tripura	Bangladesh	Comilla Bibir Bazar
9	ICP Moreh	Manipur	Myanmar	Tamu
10	ICP Dawki	Meghalaya	Bangladesh	Tambil
11	ICP Rupaidiaha	Uttar Pradesh	Nepal	Nepalganj

Out of the above-mentioned land ports, Dera Baba Nanak in Gurdaspur district, Punjab, is a dedicated passenger terminal for pilgrim visiting to Kartarpur Sahib gurudwara in Pakistan. Additionally, ICP Sabroom, ICP Sonauli and ICP Bhitamora are under development.

### 4.2 List of Stakeholders

Land ports bring together various stakeholders for promoting trade and passenger movement, some of the key stakeholders at land ports include:

- Central Board of Indirect tax and Customs
- Bureau of Immigration
- Food safety and standards Authority of India
- Ministry of Agriculture & Farmers Welfare
- Border Guarding Forces
- Ministry of Fisheries, Animal Husbandry and Dairying
- Port Health Department, Ministry of Health and Family Welfare
- Passenger service facilitators like banks, canteen, shops etc.
- Customs house agents, exporters and importers

## 4.3 Services at Land Ports

LPAI endeavours to provide safe, secure, and systematic facilities for movement of cargo as well passengers at its land ports. LPAI is committed to provide following services at the land ports during the operational hours.

### 4.3.1 Passenger Services

- I. Trolley, wheelchair, and battery-operated vehicles
  - Trolley, wheelchair, and battery-operated vehicles services are available at land ports.
- II. Drinking Water
  - Clean drinking water available at every land port
- III. Food Counters
  - LPAI endeavours to ensure availability of hygienic food at all its Land ports
- IV. Cleanliness of premises
  - Dustbins are available at all the land ports for disposal of waste material
  - Every effort shall be made to keep the premises clean and hygienic.
  - Regular inspections are conducted to monitor cleanliness within premises of land ports.
- V. Washrooms
  - LPAI shall provide clean and accessible washrooms for all category of passengers including persons with disabilities and children.
- VI. Medical Assistance
  - On demand Ambulance/ Patient transportation services are available at the land ports in case of emergency.
  - First aid kits are available at all the land ports and may be asked from LPAI staffs.
  - Human and plant quarantine facilities are available at all the land ports. Animal quarantine facility is available at selected land ports.
- VII. Childcare and feeding Room
  - Childcare / feeding rooms are available at all the land ports for passengers with children. The admission to feeding room is restricted to female passengers.
- VIII. Waiting area
  - Passengers shall be provided with chairs in the waiting areas to rest during their visit at land ports
  - Mobile/Laptop charging points shall be available for the waiting passengers.
- IX. Safe and Secure Environment
  - LPAI shall provide a safe and secure environment for all its passengers.
- X. Digital Payment Options
  - Digital payment option shall be available for passengers at all land ports.
- XI. Other Services
  - LPAI endeavours to provide essential services at all the land ports such as Internet, Banking, ATM, Money exchange, help desk etc.
- XII. Inquiry and Information
  - Help desk counters are available during the operational hours.

- More information is available at official website of LPAI [www.lpai.gov.in](http://www.lpai.gov.in). For further inquiry, please write to [support-team@lpai.gov.in](mailto:support-team@lpai.gov.in)

Refer Annexure 2

#### **4.3.2 Cargo Services**

- I. Warehousing Services
  - Warehousing facilities are available at all the land. This facility is on payment basis and is subjected to availability.
- II. Weighment of Vehicles
  - Vehicle weighment services are available at all the land ports handling cargo operations.
- III. Safe Handling of Cargo
  - LPAI is committed to safe handling of cargo.
- IV. Driver Rest Area
  - Resting area for drivers of cargo vehicles is available at land ports.
- V. Parking
  - Parking facilities are available for cargo vehicles at all the land ports handling cargo operations.
- VI. Security
  - LPAI has installed CCTV and other technologies for overall security of land port including cargo terminal.

Refer Annexure 3 for detail on cargo related facilities.

#### **4.3.3 Stakeholder Services**

- I. Internet Services
  - LPAI shall provide with internet services for its stakeholders for work related activities at all the land ports.
- II. Office Space
  - Office spaces shall be provided to stakeholders based on need and availability.
- III. Electricity and Water
  - 24hr power backup and portable water is available at land port.
- IV. Isolation Area
  - Isolation areas are available at all the land ports.
- V. Rummaging Area
  - Rummaging areas are available at all the land ports handling cargo operations
- VI. Inspection Shed
  - Inspection Sheds are available at all the land ports handling cargo operations.

#### **4.3.4 User Charges**

LPAI periodically reviews and publishes list of user charges at that applicable for respective service at each of the land port for the facilitation of passenger and trade. The published User charges levied by LPAI is available on LPAI's own website.

## **5. Responsibility of Passengers**

Some responsibilities of passengers at land ports are:

- I. Have the necessary travel documents ready and handy.
- II. Take care of self-belongings.
- III. Follow the security protocols and guidelines.
- IV. Do not litter the premises and maintain hygiene & cleanliness of the facilities.
- V. Covid-19 and other health advisory should be strictly adhered to.
- VI. Abstain from carrying dangerous and prohibited items in the facility.
- VII. Refrain from action that causes annoyance, discomfort or injury to other passengers and staffs.
- VIII. Report to security staffs in case of suspicious objects or person.
- IX. Spitting, smoking, consuming liquor/alcohol, chewing tobacco/pan masala/gutkha is strictly prohibited inside the premises of land ports.
- X. Cooperate with fellow passengers and staffs for security and smooth functioning of the land ports.

## **6. Responsibilities of Stakeholders**

Some responsibilities of land ports stakeholders are:

- I. Be sensitive to the requirements of passengers and other visitors to land ports.
- II. Support LPAI staff for smooth functioning at the land ports.
- III. Strictly follow the instructions of security forces.
- IV. Maintain clean and hygiene premises.
- V. Work in consonance with the Standard Operating Procedures issued by LPAI.



## 7. Grievance Redressal Mechanism & Vigilance

### 7.1 Grievance lodging process

1. Enter the details in the complaint register available at helpdesk / office of ICP Manager.
2. A complaint number shall be assigned for further inquiry.
3. Complaint can be given in writing or through email to ICP Manager. Contact details of ICP managers are mentioned in Annexure 1.
4. Typical response time for complaints is 7 days. However, it may be escalated higher as per the escalation matrix given below.

Escalation Level	Authority	Method of Complaint	Time frame	Contact
1 <sup>st</sup>	ICP Manager	Written / Email	7 days	Annexure 1
2 <sup>nd</sup>	Under Secretary (Operations)	Hardcopy of the complaint / Email	10 days	Land Ports Authority of India 1st Floor, Lok Nayak Bhawan, Khan Market, New Delhi- 110003 Email - <b>rk.saini64@gov.in</b>
3 <sup>rd</sup>	Director (Operations)	Hardcopy of the complaint	15 days	Land Ports Authority of India 1st Floor, Lok Nayak Bhawan, Khan Market, New Delhi- 110003 Email - <b>dir.opr-lpai@gov.in</b>

In case the grievance is not addressed within 30 days, it shall be escalated to the secretary and if unresolved for 90 days it shall be escalated to Chairman, LPAI for resolution.

Grievance can also be addressed through the portal [www.pgportal.gov.in](http://www.pgportal.gov.in)

### 7.2 Format for Grievance submission-

Mandatory	
Complaint/ Issue	
Name of the Complainant/Agent/ Port User, etc	
Date and Time of incidence	
Optional details	
Complainant name	
Full address for correspondence	
Phone details/ email address of Complainant	
Signature of Complainant	

### 7.3 Vigilance

LPAI is committed to-

- Prevent corruption and malpractices for smooth operation of the organisation
- Assure integrity at all levels and to deliver quality and excellence to the workplace, promote and maintain a culture of honesty and an ethical environment.
- Investigate in a transparent, fair, and unbiased manner based on the truth.

In case of any vigilance related complaints at land ports, Chief Vigilance Officer, LPAI to be contacted. The anonymity of complainant shall be maintained in due process.

## 8. Transparency in Functioning of LPAI

Senior officials of all the departments and functional areas have been appointed as Central Public Information Officers under the Right to Information Act, 2005 to provide information to citizens regarding functioning of the entire organization as under :-

S/No	Division	Name and Designation of CPIO	Name and Designation of Appellate Authority
1	General Administration/ Establishment	Under Secretary (GA) Tel:011-24340712 Email: usga.admin@lpai.gov.in	Deputy Secretary Tel: 011-24340708 Email: harish.rai@nic.in
2	Operation Division	Under Secretary (Ops), Tel:011-24340714 Email: rk.saini64@gov.in	Director (Ops) Tele:011-24340765 Email: dir ppr-lpai@gov.in
3	Project Division	Executive Engineer Tele:011-24340782 Email: exen-civil21@lpai.gov.in	Director (Technical) Tele:011-24340710 Email: dir.tech-lpai@gov.in
4	Finance Division	Under Secretary (Fin.) Tele:011-24340729 Email: yashwant.kjain@lpai.gov. in	Deputy Secretary Tcle:011-24340708 Email: harish.rai@nic.in
5	Operational - Integrated Check Posts/ Land Ports	Respective Land Ports Manager	Director (Ops.) Tele:011-24340765 Email: dir.opr-lpai@gov.in

## 9. Review of Charter

The charter will be reviewed periodically based on the feedback received from the stakeholders. Feedback and changes regarding the charter can be communicated to LPAI at [support-team@lpai.gov.in](mailto:support-team@lpai.gov.in) or details mentioned in [www.lpai.gov.in](http://www.lpai.gov.in)

## Annexure 1- Contact details and working hours of land ports

All the land ports are provisioned to operated 24 hours, however due to counter-part facility timings, at present the normal working hours are as follows:

Land Port	Name of Manager	Contact No. and Email	Operational Hours	Operational days
Agartala	Shri Debasis Nandi	+91-381-2970007 icp.agt-lpai@gov.in	6 AM - 6 PM	All services – Sunday to Saturday
Attari	Shri Satish Dhyani	+91-183-2990691 icp.atr-lpai@gov.in	9 AM – 8 PM	Passenger services – Sunday to Saturday Cargo services – Monday to Saturday
Dera Baba Nanak	Shri T.R. Sharma	+91-1871-287000 icp.rxl-lpai@gov.in	8 AM – 6 PM*	All services – Sunday to Saturday
Jogbani	Shri Ratnakar Yadav	+91-6255-226111 icp.rxl-lpai@gov.in	7 AM – 6 PM	All services – Sunday to Saturday
Moreh	Shri Thenkholal Baite	+91-3872-264621 t.baite12@nic.in	9 AM – 6 PM	All services – Sunday to Saturday
Petrapole	Shri Kamlesh Saini	+91-3215-291204 icp.ppl-lpai@gov.in	6 AM – 6 PM	Passenger services – Sunday to Saturday Cargo services- Saturday to Thursday
Raxaul	Shri Praveen Kumar	+91-6255-226111 icp.rxl-lpai@gov.in	6 AM – 10 PM	All services – Sunday to Saturday
Srimantapur	Shri Debasis Nandi	+91-381-2970007 icp.agt-lpai@gov.in	6 AM – 6 PM	All services - Sunday to Saturday
Sutarkandi	Shri Arvind B. Akashi	+91-9833279008 arvind.akashi@gov.in	8:30AM – 7 PM	Passenger services- Sunday to Saturday Cargo services- Monday to Saturday
Dawki	Shri T.C. Chacko	+91-8448125457 managerlpai.icpdawki@gmail.com	9 AM – 6 PM	All services - Sunday to Saturday
Rupaidiaha	Shri Bhavani Shankar	+918005489454	9 AM – 8 PM	All services - Sunday to Saturday

\*Timings might vary according to season

## Annexure 2- Passenger Facilities

S.N	Service	Agartala	Attari	Dera Baba Nanak	Jogbani	Moreh	Petrapole	Raxaul	Srimantapur	Sutarkandi	Dawki	Rupaidiaha
1	Trolley, wheelchair & Battery Operated Vehicle	A	P	A	NA	P	P	NA	P	P	P	NA
2	Drinking water	A	A	A	A	A	A	A	A	A	A	A
3	Food Counters	A	P	P	A	A	A	A	P	A	A	A
4	Cleanliness of Premises	A	A	A	A	A	A	A	A	A	A	A
5	Clean Washrooms	A	A	A	A	A	A	A	A	A	A	A
6	Medical Assistance	A	A	A	A	A	A	A	A	A	A	A
7	Childcare and feeding room	P	P	A	P	P	P	P	P	P	P	P
8	Prayer room	P	A	A	NA	P	P	NA	P	P	P	NA
9	Waiting area	A	A	A	A	A	A	A	A	A	A	A
10	Safe and secure environment	A	A	A	A	A	A	A	A	A	A	A
11	Digital payment Options	A	A	A	A	A	A	A	P	A	A	A
12	Inquiry and Information	A	A	A	A	A	A	A	P	A	A	A

A: Available

P: Proposed

NA: Not Available

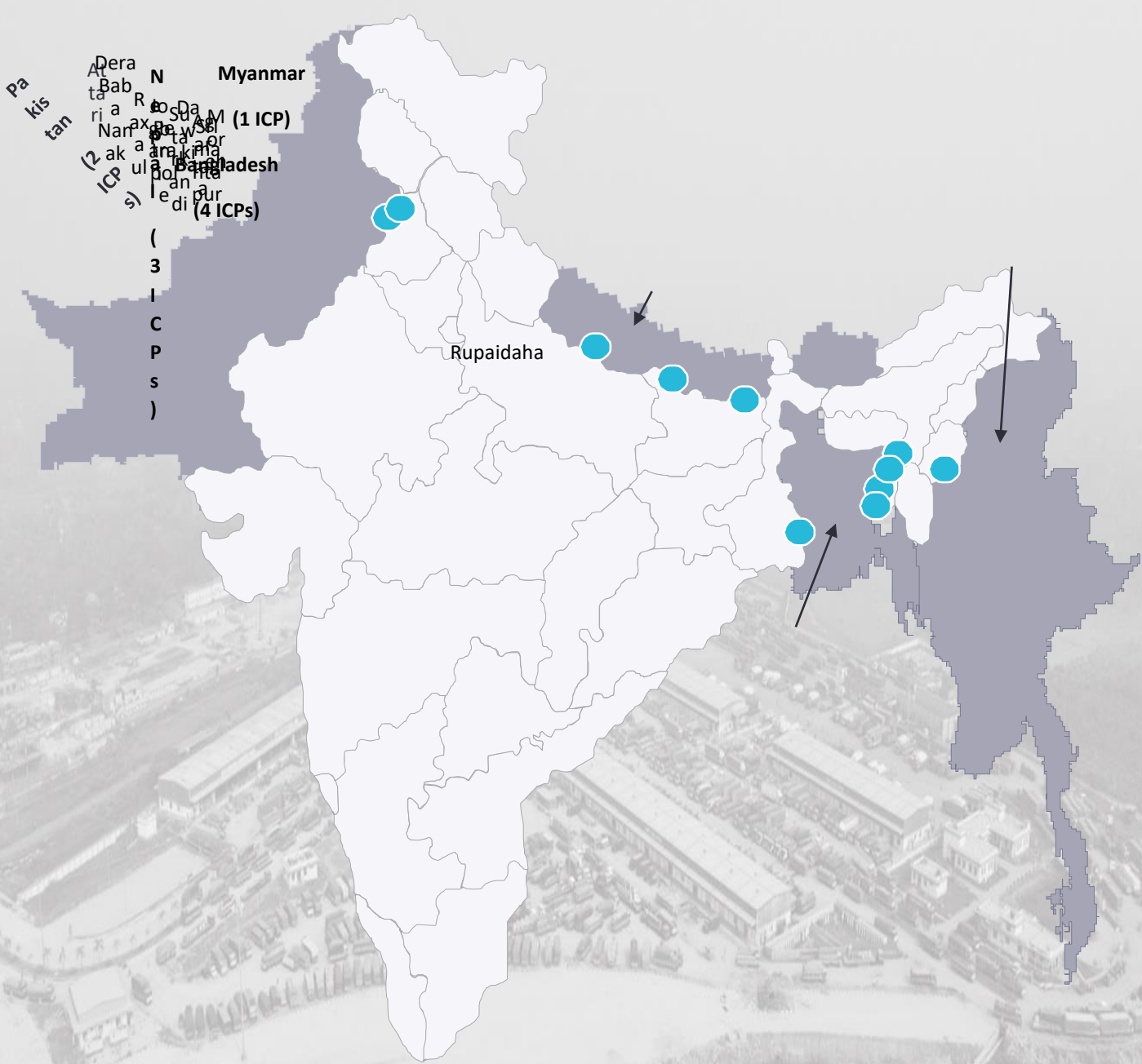
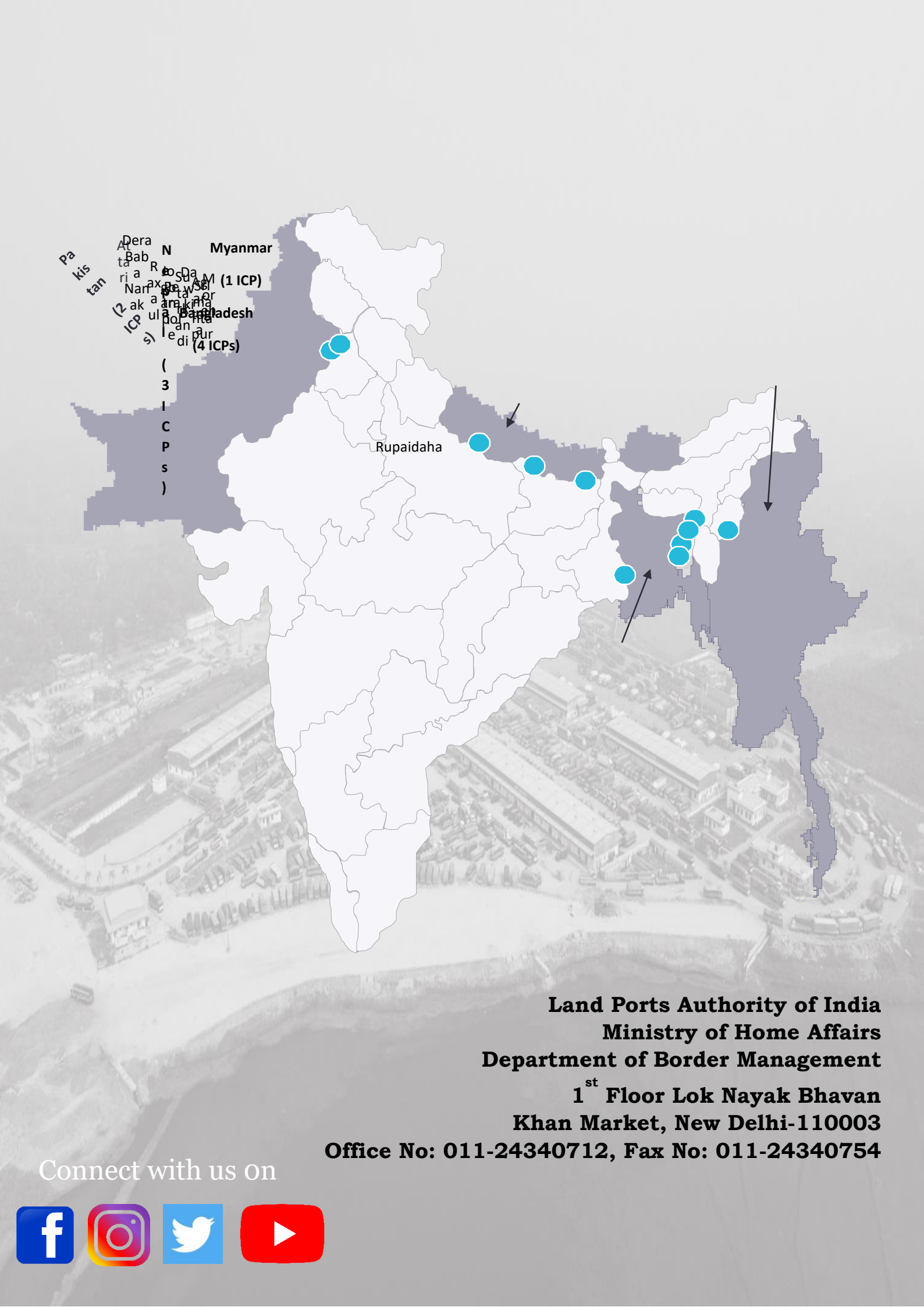
### Annexure 3- Cargo related facilities

S.N	Service	Agartala	Attari	Dera Baba Nanak	Jogbani	Moreh	Petrapole	Raxaul	Srimantapur	Sutarkandi	Dawki	Rupaidiaha
1	Warehousing services	A	A	NA	A	A	A	A	A	A	A	A
2	Weighment services	A	A	NA	A	A	A	A	A	A	A	A
3	Safe handling of Cargo	A	A	NA	A	A	A	A	A	A	A	A
4	Driver rest area	A	A	NA	A	A	A	A	A	A	A	A
5	Parking	A	A	A	A	A	A	A	A	A	A	A
6	Surveillance	A	A	A	A	A	A	A	A	A	A	A

A: Available

P: Proposed

NA: Not Available



**Land Ports Authority of India**  
**Ministry of Home Affairs**  
**Department of Border Management**  
**1<sup>st</sup> Floor Lok Nayak Bhavan**  
**Khan Market, New Delhi-110003**  
**Office No: 011-24340712, Fax No: 011-24340754**

Connect with us on

