

Agency & Services

VOL.6

Services Offered By J. M. Baxi & Co. - “We Served & They Said”

75

We thankfully refer to our pleasant tele exchanges of this afternoon mainly requesting you to arrange a Shore Crane to place the Twin Deck Pontoons of our captioned Vessel prior departure since the Vessel's Cranes developed some technical snags.

We highly appreciate your professional intervention especially for the timely coordination with the Port Operations and ensuring that a Shore Crane is mobilized on the spot to place the Pontoons on their respective positions and later to close the hatch covers enabling the Vessel not missing the Pilot Bookings and at the end the Vessel leaving the quay as scheduled without incurring any additional cost.

We value your support and in turn will approach you in the future for all of our forthcoming Port Calls.

Venu K. Pillai, GM
For Khalid Faraj Shipping

76

Please note that MT ATHENIA vessel's main engine repaired by ship staff and vessel resumed her passage safely towards her next discharge port Haldia at 1900hrs (SMT) (UTC +6.5 Hrs)/24-09-2021, and her ETA Haldia anchorage is on 28-09-2021/PM.

We highly appreciate and grateful for your kind support and assistance during mentioned emergency period.

Capt. Ghulam Abbas
Marine Superintendent
GLOBAL RADIANCE GROUP OF
MARITIME COMPANIES

77

Please note that services provided by your team were good. They were prompt and helpful. Would recommend your services.

Capt. Hridayesh Pandey
Master / M.T. Barbarosa

78

Agent excellence services on board

I, Capt. Ronnayuth Chuenta as the Master of M.V.Thor Madoc. I would like to take this opportunity to express my sincere appreciation for the kind of J.M. Baxi & Co – Paradip for assistance and perform attendance extended to the delegation of assist as they done for my vessel passed the custom issue in Paradip as well.

Once again, thank you so much for your support us and we look forward to welcoming you and your staffs to our ship.

Your Sincerely


Capt. Ronnayuth Chuenta
Master of M.V.Thor Madoc

FROM: THORESEN SHIPPING
SINGAPORE PTE., LTD. SINGAPORE

79

We appreciate the efforts and initiative of your good office for the smooth operation of M.T MARIA GRACE during her call at Paradip port between 19th and 21st August for cargo discharging at SBM.

M. N. Ray,
For Jubilant Ship Management Pvt Ltd
Senior Technical Manager,

80

I do thank you sincerely in respect of all your good services given. Also this vessel went smooth despite the present situation and few hick ups.

It is a pleasure always to read your emails about progress and your efficient way of handling.

Recycling will only finish and hopefully I can get the opportunity to visit before, but this will be challenging.

Thanks again, a Great job !

Herman Heyns
Sr Project Manager
ST New Building & Technical
Stolt Tankers

Agency & Services

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81

This refers to the subject matter, we as Charters really appreciate all your relentless efforts put together for the earliest berthing of Pig Iron loading vessel MV Vantage Key enabling us to succeed in performing the shipment on time.

This support of yours saved massive financial losses for Charterers/ Shippers in terms of missing LDS for failing to ship the cargo on time. Even helped Owners also to mitigate their losses as they were in a deep trouble for the entire incident.

We once again show our sincere gratitude to the entire team of PICT, Boxco and JM Baxi with a strong hope to have your continual assistance in days to come by looking forward to a long term mutually beneficial biz relationship.

ATTAR SINGH | VP - SHIPPING & PORTS SCM
Rashmi group

”

“

82

Thank you for your help in getting this vessel loaded and sailed with no issues. We much appreciate your efforts, diligence and pro-activeness to identify and resolve issues.

Abdullah
LDC
(Louis Dreyfus Company)

”

“

83

We thank you for kind co-operation / support & your best efforts to put in to make our vessel turnaround smoothly, and we are quite satisfied with your services / performances rendered to us.

Your timely feedback & updates helped us to keep the information flow with our principals in a timely manner.

We are looking forward to continue with your good services & extend our Biz relation for handling our future shipments.

Our sincere appreciation to your entire TEAM for all the support extended.

KEEP THE FLAG FLYING HIGH !!!

With warm Regards/Ajith,

DEEP SEA SHIPPING LOGISTICS,
Gandhidham (Port Kandla), Kutch ,
India.

”

It was great contort to know that I did not have to worry about the unforeseen as you could deal with anything that occurred and always assisted me on time during my vessel stay at Visakhapatnam.

Capt. Ali Said
Master Of Mv Platamon

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84

I would like to thank you for your services & support for our good vessel MV Optimax II call at Hazira.

You were personally on top of ground operations coordinating with all parties involved & updated us timely on loading ops.

I appreciate your efforts for our vessel's smooth turnaround & look forward to work together in future as well for any vessel's call at Hazira.

Shailendra Singh Chauhan
Multimax Shipping
Dubai

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85

I wish to express my sincere gladness and appreciation for the excellent cooperation and remarkable services rendered by you as a dynamic member of J.M. Baxi, India.

Agency & Services

VOL.6

Crew Change Handling & Vaccination at Indian Ports

70

We are pleased to know that 16 offsigners have been vaccinated. Thanks for arranging a smooth vaccination drive for the offsigners of Jag Akshay.

Well done! Keep up the good work.

With best regards

Capt Suryaprakash R.Sharma
Health, Safety, Environment and
Quality (HSEQ)
GREATSHIP

72

We very much appreciate your efforts to get with the vaccination drive on subject vessel at a short notice when in no other port in Gujarat we were able to get the same organized.

Thanks for your wonderful support in keeping our crew Safe and healthy.

Good show, keep up the excellent service !

Latha
Sanmar Group

71

I am back home and recovering well.

My medication at the Apollo Hospital in Krishnapatnam, Nellore went very well. Doctors and other medical staffs provided me with best treatment possible.

Also, I would like to thank JM Baxi at Krishnapatnam, for constantly looking after me and my treatment and providing me with the best facilities possible. We never met before, still put all the efforts to help me recover soon.

Thanks to other members who were helped me to reach home safely.

Also, thanks to my posting officer, for continued support and guidance. Thank you everyone.

Ravindra Kumar Ray
Crew – MV.VISHVA JYOTI

73

Pleased to note that out of 27 On-board staff, 20 staff were administrated with 1st dose of Covishield Vaccine, 5 staff were given second dose of Covishield vaccine. 2 staff (Self & 3rd off) already vaccinated prior joining ship.

I take this opportunity on behalf of all crew members aboard Swarna Ganga to thank all people addressed for the support rendered to make vaccination drive possible onboard.

Capt. Sharath R Menon
Master
Swarna Ganga

74

The Vaccination for the crew members was done in a very good and timely manner and went very smooth.

Thank you for your good cooperation.

Capt Manoj Pandey
Master / M.V.Jag Aalok

Agency & Services

VOL.5

Services Offered By J. M. Baxi & Co. - “We Served & They Said”

62

I would Like To thank J M Baxi Company for all they Did during our stay at Kandla Port.

I would like to thank Baxi Kandla team for their good attendance Both at anchor and at Berth.

Making all necessary arrangement in good order.

Regards/ Master
East Wind

64

Thank you for good performance.

We really appreciate that good arrangement and quick response all the times.

Look forward to work together in near future.

TKS N BRGDS / J.S.BYUN
Woohyun Shipping Co., Ltd.
Korea

66

MV LAKE COMO //AHPPL HAZIRA

I believe Adani Hazira is handling PCC – RORO containers operation for the first time. Would therefore, like to thank you & your team and appreciate your excellent co-ordination and support. The operations went on smoothly as desired.

Thanks once again.

Regards / Jijo
ZIM

63

MT LOUKAS I - SAILED HAZIRA AND KANDLA

Definitely, we are happy with the service provided. We have a trusted partner in India and hope you continue to provide a very good service.

Many thanks for your very good service to make possible a smooth and safe operation at India.

I hope we have the opportunity to work together again.

Jorge Martínez
Operations
MARFLET MARINE S.A.
Spain

65

It's really great teamwork and absolutely a remarkable demonstration of hard work and persistence.

Thanks a lot for the timely efforts especially on weekend when you expect lot of troubleshooting.

It has really helped SCI in many ways and SCI sincerely congratulate all the officers including you, who are involved in this work.

Keep it up and request pleas continue to offer your such co-operation in future.

Thanks a lot !

Ajay R. Khopikar
Senior Manager
The Shipping Corporation of India
Ltd.

67

MT Maria Glory

AT the outset, I would like to take this opportunity to express our sincere gratitude to you and your team for the best support and especially for your prompt reply and quick action on any matter without delays. Vessel entered at Bedi for coastal conversion.

It was handled very smoothly before expected time. Bunker supply was arranged in very short notice, excellent coordination with my vessel and local authorities.

The way of communication, response cooperation and support is highly appreciated. vlt will be our pleasure to work with your team once again.

Thank you for everything

Bedi Anchorage
Master
Ashok Kumar M. Tandel

Agency & Services

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68

Thanks for the sailing report and your close cooperation for this call that led to the successful management of the internal transfer operation that saved valuable time for the next voyage.

Francesco Beroldo Ship's operator
M.O.L. Chemical Tankers Europe Ltd.

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69

I, Captain of Mv Aprilia, do appreciate the team of M/s J M Baxi & Co. as Agent for their timely support and quality services provided during vessel stay at Port of Paradip.

Thank you very much for your cooperation!

Capt. Sergiy Marynov
MV APRILIA NASSAU/BAHAMAS

”

Agency & Services

VOL.4 Crew Change Handling at Indian Ports by J. M. Baxi & Co.

56

We sincerely thank for timely assistance rendered by you in obtaining the requisite permission from authorities and PLL terminal to facilitate the sign off of GEO Mr. Loveless Johri on humanitarian ground at such a short notice despite today being the holiday.

Its indeed during hours of need, the true worth of a person come to fore.

We truly appreciate your kind consideration and the effort undertaken by your good self.

Capt. Manish Kumar Panjiyar
Master of LNGC Aseem

57

Like to place on record the timely and well executed jobs done by 3 of your branch offices in executing Crew changes despite limited time and constraints.

Port Bedi, Kochin Port and Kandla Port.

My Compliments to the BM / Thakkar Bhai, Sajith, Raju Bhai and their team and to Christopher for the coordination.

This is what I expect from an agency

Never said No .

From Great Eastern Shipping Company

58

Deceased Final rituals AT GANDHIDHAM

We are sincerely grateful to your entire team at Kandla for the out of way support given in this difficult time and for braving through this difficult and sad task.

Our association and mutual trust is truly proved in such challenging times.

We are also grateful to the offices of DPT, MMD, PHO for their understanding and complete cooperation. It was also a very painful experience for the entire team of SCI.

We pray for the departed soul.

Sanjay Bandekar
GM TC
From Shipping Corporation of India

59

Thank you for the co operation and patience. Your service was absolutely delightful and wish you all the success.

Great job!!!!

Full marks for the task.

Capt. SHEKHAR DWIVEDI
MASTER
M . T . Louis P

60

It was indeed a good arrangements made by your good company for arranging vaccination of all crew members on board at Kandla OJ 5.

Timely boarded the vessel with your team along with medical staff.

Medical staff explained all queries & possible side effects and gave medicines to all crew members to minimize side effect of Vaccine.

Once again thank you all from all ship staff for arranging Vaccination drive on board.

Capt. J M Tiwari
MASTER
M.T. Saranga

61

I, the master and all crew onboard would like to convey our deepest thanks to the well known JM Baxi & Co. under the leadership of Kandla representative of J.M. Baxi for arranging vaccine in good hygienic manner for everyone onboard MV Onyx

It was a great day for the crew on board seeing such an arrangement made by JM Baxi and the health team. Also it was a great relief for the crew to get vaccinated during this pandemic situation to continue working on board without the fear of contacting the virus and getting sick.

Thanks once again for all your efforts and cooperation in getting the Vaccine on board in time.

Capt. Andriy Avdyeyenko
CE Sanu Onyx

Agency & Services

VOL.4

Services Offered By J. M. Baxi & Co. - “We Served & They Said”

51

We would like to take this opportunity to thank and appreciate the entire Team of J. M. Baxi & Co. for their excellent Services extended during the Shipment of Mill Scale per M.V. STAR ERACLE.

Mrs.R.Nair
For K K ENTERPRISES {SHIPPER}

Looking forward to work with you on future voyages to India

Meron Fridman
Shipping Operations
ICL Group, Israel

52

Appreciate for you and your team's support / assistance/ kind/ enthusiasm / professionalism help my vessel berth/ operation/sailing smoothly there.

We really hope to have more chances to cooperate with your good company in the future.

Ms Susan/ Ms Lucy (+84.902157238)
ITC INTERNATIONAL TRANSPORT AND TRADING JSC
VIETNAM

54

It is always nice to hear from old friends.. as a matter of fact.. very olds..1980 as [perhaps the first time when I interacted with JM Baxi!

We hope to catch up on our next project and thank you very much for the great coverage by your team in the last 10-12 months. It has been top class and very informative.

Capt. Anuj Sahai
T&T Salvage Asia Pte. Ltd.

53

Thank you for this detailed summary of port calling.

It has been a pleasure working with JMB on this voyage.
Your efforts to save us costs and time are highly appreciated.

55

Appreciate the professional way JMB has met our needs and expectations.
Thank you.

Capt. Aroop Banerjee
Managing Director
PIL India
MASTER OF M/T ELONA

Agency & Services

VOL.3

Services Offered By J. M. Baxi & Co. - “We Served & They Said”

42

M/T Chemroad Wing at Cochin anchorage

We would like to express our sincere appreciation for your good support and kind cooperation for Auto Pilot repair jobs with successfully completed without further delay.

**IMS/Technical S.I Kim Yeon-Jung
IINO Marine Service Co., Ltd.**

43

The vessel continuously doing voyage from Vadinar to Mundra and myself personally feel that at Mundra J. M. Baxi agent handling ship in great professional manner and performing duties including timely update about vessels berthing scheduled and other formalities well in time without any delay.

I would be highly appreciate with his professional approach towards vessels handling and other formalities.

**Capt. Ravi Kant Verma
Master, M. T. Courage**

44

Good work. One of the only ports in India, where the agent is active and ensured that amount refunded at the earliest

**Neel Mahendra
Greatship**

45

I appreciate very much your handling services to MV GOLDEN STAR during port stay at Adani terminal. Your understanding, cooperation, good effort in dealing w/i/h authorities for inward /outward documentation, No hassle and or headache to the Master and crew, quick service, knowledgeable and professionally excellent in performing the ship and shore activities.

Maintain your good works and you are the asset to your agency. Hope to see you again and more power.

**Capt. A. Capero
Master - M/V Golden Star**

46

Thanks for your support during our recent call at vadinar. Your team have been very efficient in co-ordinating our port operations and clarifications and wish to be working again with your team on our next future calls.

**Capt. Darwin Clark A. Bering
M. T. Nordic Skier**

47

We would like to express our sincere appreciation for your good support and kind cooperation for Auto Pilot repair jobs with successfully completed without further delay.

**IINO Marine Service Co., Ltd.
Tokyo Office**

48

Thanks for handling the situation smoothly. Understand the difficulties Customs might pose, especially this is a new team boarding our vessels, much appreciated the support as always.

**Tanguy Bouvy
Stolt Tankers
Dubai**

49

J. M. Baxi Goa Team did a fabulous job by obtaining necessary permission for the additional two OS who were planned only on last weekend.

Owners and our Technical / ship managers have expressed their thanks to process and connect the additional two crew in such short notice.

Indeed a job well done and sincerely appreciate your services to all your customers in such critical times.

Thank you from all of us in Wallem.

**Prasad Janardhanan
Crewing Manager**

50

Thank you very much for the support and prompt responses by J.M. Baxi team a during our call at Sikka.. I strongly recommend your agency for future cooperation if any of our company vessels call Sikka port.

**Capt. Dorde Petrovic
MASTER OF M/T ELONA**

Agency & Services

VOL.2

Services Offered By J. M. Baxi & Co. - “We Served & They Said”

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35

Firstly we would like to take this opportunity to express our sincere gratitude for your strong support for recycling procedure regarding Senshu Maru of Alang, and it has been a pleasure for us to work with you again.

Thank you for your every arrangement and especially for your prompt reply and action 24/7 without any delays and very good cooperation with us as well as with local buyers and their agent. Our vessel was delivered to the buyers smoothly, and today safely beached without any delay with the cooperation of all parties concerned. We would ask your continuous support for taking care of our crew members until their departure from India.

Izumi SEKIDO
Mitsui O.S.K. Lines, Ltd.,
on behalf of INDIGO TRANSPORT
INC. & Ex Owners

”

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36

Thanks to all the efforts during loading, trying to speed up ops, always giving timely information.

I truly feel very comfortable with the vessel in your hands.

Looking forward to the next one and of course we need all the luck

In Haldia – J M Baxi would always be my first choice

Capt. Fabian Saldanha
Commercial Director - Nepa Projects
and Investments

”

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37

The team of JMB have done an excellent work in handling both the vessel MV Nordeney and Mv Esbjerg wrt to agency/ops/stevedoring and customs clearance.

The team executed well with very good planning and co-ordination in handling of both the vessels with containers and break bulk. We look forward to similar support at all times by team JMB.

R. Murali Mani
Afcons Infrastructure Limited
A Shapoorji Pallonji Group Company

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38

LUDWIGSHAFEN EXPRESS - illness 3/E - MEDICAL EMERGENCY / New Mangalore.

Many many thanks for your swift and professional assistance! It is a huge relief to be supported in such a manner and I am grateful for your help.

Happy New Year – and thank you for making it indeed a happy beginning!

Silke Muschitz
Senior Director Marine Human
Resources
Hapag-Lloyd AG
Hamburg

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39

J. M. Baxi, Goa, Cruise Ship Norwegian Escape had fantastic experience for Crew change both for Crew sign off and this time sign on. We can honestly say the fastest and professional experience was at Goa Port.

Keep up the good job.

From Nickson Adrian

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40

Efforts/Shore Support/Co-ordination of the shore staff is much appreciated by all the ship staff on board for the crew change carried out at Krishnapatnam on 30.May.2020.

MANY THANKS IN ADVANCE FOR YOUR GOOD CO-OPERATION.

Capt M.BALAKRISHNA
Master
Deccan Pride

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41

We are very happy with the services you've provided for NIP-H as well as the previous vessels. We really hope that we will be able to work with you again, though we don't want to scrap our vessel anymore.

Again thank you very much for your assistance from ARC-H.

KLINE TOKYO (CCGP-CFT)
H. Sugiyama(Ms)

”

Agency & Services

VOL.1 Crew Change Handling at Indian Ports by J. M. Baxi & Co.

01

We would like to place on record our sincere thanks for the well-coordinated execution of the crew change at short notice by your team. Following timings received from the Master.

1830 hrs : Arrived Cochin

1900 hrs : Tug boat Ocean Pioneer alongside

1912 hrs : Ocean Pioneer away with C/Ck Yadav.

2112 hrs : Received permission to sail from Cochin port control

2118 hrs : Resumed passage to Ras Tanura

We take the Opportunity to wish you all a Happy New Year!

CAPT BALARAM MAHAPATRA
Head Manning Operations

02

This is to put on record our sincere appreciation for carrying out a smooth crew change for the 18 joiners and 19 off-signers on JAPIN ARROW.

The arrival of the joiners was well coordinated, including airport pick up and transfers to the hotel. Coordination for carrying out Covid test as well as PEME was well organised and smooth.

For the off-signers, obtaining clearance in the early morning of 07th August was seamless. The Tug Boat, in spite of rough seas departed on time, thus ensuring timely disembarking of the off-signers. Hotel stay and Covid testing of off-signers, transfers to connect scheduled flights was smoothly coordinated.

On behalf of our Managing Director Capt K.S.Paintal and all the staff at Elite Mariners, I take this opportunity to thank JMB team in Cochin for ensuring a successful crew change on JAPIN ARROW during these Covid times.

Capt. Kaustubh V. Pradhan,
General Manager,
Elite Mariners Pvt Ltd,

03

I must say this has been one of the best calls in Haldia !

We lost a couple of days unfortunately, however the communication , the expertise and the feeling that we have been well taken care of was always there.

What I liked best was the fact that whenever there was an issue – it was communicated promptly !

Gents – you guys will definitely be my go to guys in India !

Thanks a lot .! and I hope we are able to cooperate more – not only in Haldia- but also in other ports !

Capt. Fabian Saldanha
Commercial Director - Nepa Projects
and Investments

04

Elite Mariners- Crew change at Cochin on Pine Arrow and Aracari Arrow Further to our communication on the above subject, we are pleased to inform you that the crew changes on both the vessels, Pine Arrow and Aracari Arrow have gone very well. All the off-signers have reached their respective homes safely. This is to put on record our appreciation for carrying out a smooth crew change on both these vessels.

On behalf of our Managing Director Capt K.S.Paintal and all the staff at Elite Mariners, I take this opportunity to thank the entire team at J M Baxi Cochin for ensuring a successful crew change.

Capt. Kaustubh V. Pradhan,General Manager,Elite Mariners Pvt Ltd

05

Appreciate the timely efforts put in by your good office in resolving the below issue between vessel and terminal.

Your proactive approach in arranging a reconciliation meeting between vessel management and harbour master has avoided delays to vessel and chances of vessel being shifted to anchorage.

Keep up the good job.

Capt. Saket Jagati
Bulk Division,
The Great Eastern Shipping Co. Ltd.

Agency & Services

06

Thanks to you all, for the continues follow-up and backing to make this maiden voyage of Milaha a success. Convey our management's gratitude

Mr. Sushil Mulchandani as well.

Thank you so much for all your support, much appreciated.

Suresh Erath
Manager - Ship Services and
Marine Projects
Shipping Agencies

08

M. T. STI Onyx at Cochin
 Congratulations on successful completion of this critical crew change.

It is a pleasure working with your agency in Kochi executing these crew changes with minimum delay to the vessel.

Your contribution is highly valued by our team.

Many thanks for your support.

Yatin Khamkar
SCORPIO MARINE MANAGEMENT
IND PVT. LTD.

10

I wish to express my sincere gladness and appreciation for the excellent cooperation and remarkable services rendered by Baxi Vizag as a dynamic member of J. M. Baxi, India.

It was great comfort to know that I did not have to worry about the unforeseen as you could deal with anything that occurred and always assisted me on time during my vessel stay at Visakhapatnam.

Capt. Ali Said
Master Of MV Platamon

07

I am Anmol Alok Mathur , Third Asst. Engineer working for K - Line. Recently I had joined a vessel - Setagawa from the port of Kochi on the 11-July-2020 with J. M. Baxi as appointed agents. I was nothing but impressed seeing the professionalism of agents J. M. Baxi at Kochi, right from my pick up at the airport - to my joining to the vessel, the entire process was smooth and carried out safely.

Understanding that these are no ordinary times, with so many barriers to a successful and safe crew change, all was handled very well. The hotel staff at Kochi were courteous and kind, the hotel pick up for medical checkups were extremely prompt and punctual. We were well informed about our schedule for joining and all necessary steps were taken for a safe crew change.

I would like to specially thank Baxi Goa and Baxi Cochin for their kind cooperation and professionalism in carrying out these operations well and free of any hassle.

Anmol Alok Mathur
Marine Engineer - M.T.Setagawa
K Line

09

Thanks a lot to J. M. Baxi timely and Prompt actions Joining of three Officer and Crew.

Would not have been possible. This is really a thorough Professional competence observed by Baxi Paradip as Master called them early Morning and woke up and apprise the situation and J M Baxi personnel very promptly acted in coordination with Master and placed all joiners on board just Prior Sailing out with Pilot on board.

Paradip Office personnel also managed to deliver four bags PPE for the Crew sent by CSPL Mumbai at the time of Cast off of the Ship from MPB Paradip Jetty.

Keep up the good performance.

Capt. Pankaj Verma
Master- Darya Rama

11

I thank J M Baxi for all the assistance and help rendered during my stay in Bhavnagar. Even though I still do not understand how I became covid19 positive and rest of the crew was found to be negative which is one concern which will always remain in my mind.

I thank you J. M. Baxi for all the assistance and help given to me during my quarantine days at Bhavnagar, quickly shifting me from hospital to hostel to hotel in 8 days.

I thank God for He protected me from any covid19 symptoms or felt sick during this entire period of quarantine even though I was amongst the covid19 patients with breathing difficulties and on oxygen.

Thank you very much and God Bless you all.

Capt. Elizeu Fernandes
Master/Ex Cougar Ace

Agency & Services

12

As you know, as much as we are demanding, we can be as grateful to partners that have served our ships and crew needs so well. It's been a very long and difficult path to the success we have achieved, by repatriating 5000+ Indian crew to their homes, in the comfort of their family environments and avoiding altogether unnecessary institutional quarantines before seeing their beloved ones.

It is important to recognize that the hard work of your teams in Mumbai and Goa, not only made this success possible, but have never give up one single moment; through difficult changes in the local and national policies, hiccups at port level with berths cancelled that were earlier confirmed, complicated approval processes to accept a berth, and many other difficulties along the way, I believe I can say it out loud: your teams have been tremendously heroic in their efforts and energy poured into this huge repatriation project. At no time, I was unable to reach your team to ask for updates, help on solving an issue or just get reassurances on the process we were all working on: days, nights, it didn't matter to the JMB team, the only important thing was the final result and goal of succeeding in this ambitious plan, through turbulent days and, let's not forget, in the middle of a pandemic that affected most of your teams also in a personal way, with red zones and lockdowns in place, that made all of the above, already complicated and ever-changing environment, a professional and personal nightmare to be in.

I haven't enough words of gratitude for you and the teams in Mumbai and Goa, who spent so many days in achieving such an important goal for our company, ships, crew and their families, so please accept this email as a recognition for all that your teams have done, we all know how difficult it was for everyone involved,

our appreciation and admiration goes unconditioned to the JMB team.

Thank you once again for a perfectly planned and executed project.

Alessandro Carollo Director
Royal Caribbean Cruises Ltd.

13

On behalf of K Line India Pvt Ltd would take opportunity to thank you and your team for rendering exemplary services during our vessels call at Jaigad port in month of April'20.

You have taken all necessary steps protecting owners' interest & have left no stone unturned while communicating with several parties, ensuring vessels operations are smoothly continued during critical situation of COVID-19.

Belated, but we acknowledge and appreciate your commendable services & are confident to receive same in future.

Sushant Khaire
"K" Line India Pvt.Ltd.

14

Our special thanks for the extra help in purchasing urgently needed personal items for the ship's crew like medicines etc in these difficult Lockdown circumstances. Without these items it would be difficult for crew to sail extended periods because all crew cannot be relieved at the same time.

In addition to being very helpful, the official agency work has been done in good time ensuring a very smooth operation. The landing of the Load line

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certificates to IRS office for endorsing and back was also done in good time, ensuring there was no delay or stress on ship's staff.

We hope to keep coming back to Sikka more often and working with you again and again. Till we see you again, good bye and take care.

Capt. John Fernande
Master
M.T.Jag Aparna

16

The arrangements and the assistance provided during the joining were well co-ordinated and your Sikka office kept us updated of the local requirement and assisted well. Thanks for your good co-ordination in Jamnagar for getting the medical examinations completed and immigration completed in good time.

Your team's efforts are commendable and please continue with the good work in the times of this pandemic and otherwise.

Capt. Deepak Goyal
Master
DHT PUMA

17

The word of appreciation from our office, I would like to thank you & your staff for all the help that you have done in materializing this crew change; especially for the prompt messaging & keeping everyone informed of the developments throughout.

Capt. Milen Raj. Master / High Mercury

Agency & Services

18

Thank you so much in assisting us in getting the e-pass of the master. It was not only Epass but Covid test, transport arrangements for this master. Goa office took personal interest and saw this through. I am sorry if my constant calls disturbed you.

The commitment from you which makes our belief in JM Baxi much stronger. You have justified our decision to give our vessels LPG/C Shaamit and LPG/C Pyxis Alfa to your company.

Kindly see this through till the master makes it to Kerala.

Capt. Santosh Singh
Assistant General Manager
Anglo-Eastern Ship Management
(India) Private Limited

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Another seamless and silent crew change completed, amidst the mayhem of the chartered flights scenario Team JMB Kochi, many Thanks once again for all your feedback, follow-up and arrangements to ensure this was without a glitch.

Our Thanks to all the joiners who consented to join amid these uncertain times and also to the off signers who waited patiently for their relief.

Rohann Mark Martin
General Manager
Anglo-Eastern Ship Management
India Private Limited

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I would like to thank you and Baxi Goa team for our successful crew change on M.V. Chinook during this pandemic

Corona period. I was struck at Molem Goa South border from 1330-2230(IST) on 03rd May '20. I was totally exhausted at that time. I was escorted by Goa police from Molem South Goa check post to Vasco Residency when Baxi Goa spoke to some minister of Goa. This was endorsed by the incharge of that check post (SI). Once again I would like to thank you & your team on behalf of all on signer & off signer for the successful crew change during this Corona period.

Thomas Joseph
Master of M.V.CHINOOK

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I Sidika Surabhi, employee of Shipping corporation of India thanking you for your service and help at Kandla port for my signoff. I am very greatfull of your support and help.

Sidika

22

Would like to thank all personnel involved, for their cooperation in the smooth port call of Torm Titan at JNPT, Mumbai in spite of the COVID challenge.

All formalities were completed and conducted in organized, swift & safe manner.
Appreciate JMB teams promptness and professionalism.

Keep up the good work gentlemen.

Capt. Ravish Ananthkrishnan
Master- M.T. Torm Titan

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Many thanks for your support. Your organisation has been an excellent support during this difficult time .Your team in Mumbai and Kochi has been excellent and proactive .

Our management appreciates your support and assistance .

Please keep up the good work .

Thanks & Best Regards
Capt Albe Zachariah
Manager-Dry – Operations
MOL Maritime (India) Pvt. Ltd.

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Thanks to all for arranging this crew change in this extraordinary situation with excellent coordination.

Sunil Unni
Fleet Manager
Anglo Eastern Singapore

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MT BW KALLLANG at Kochi
This was good coordination and we are glad that this was managed in minimum time possible.

Next crew change on Hafnia Andrea at Paradip tomorrow.

We look forward to have more such events with you guys.

Keep up the good work.

Deepu Kishinchandani
Vice President
BW Maritime Pte. Ltd. India Branch
Office

Agency & Services

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“ We ZIM / GSL team, would like to place on record the excellent and smooth handling of the Subject PCC vessel in Mumbai port. Times were difficult, especially being lock down period, But You & Your team’s sheer dedication, Close co-ordination with all authorities & Customers, Ensured that the vessel could seamlessly carry 1129 units vehicles. Thanks once again to the entire JMB Team!. Much appreciated your efforts Keep up the good work.

Jijo Ouseph
Associate VP- Operations- ISC & Malaysia
Zim Integrated Shipping Services (India) Private Limited,

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“ J. M. Baxi – Kochi –Once again, your follow-up, documentation, the care taken to ensure the joiners are safe, and your constant updating us of the crew change process, is invaluable and without your support there in Kochi, we would be not be able to relieve ourselves here of the stress to make this crew change a success.

Please accept our sincere gratitude and also convey the same to your teams at JM Baxi - Kochi office.

We have one more coming up within the next couple of days, and we are sure that this will be pulled off too with no problems whatsoever.

Rohann Mark Martin
General Manager
Anglo-Eastern Ship Management India Private Limited

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“ Many thanks for the prompt jobs carried out at Pipavav berth for the vessel MV Vishva Vijeta during these extremely tough situation. We appreciate the efforts put in by you and your team.

Aayush Agarwal
Shipping Corporation of India Ltd.

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“ I have now had time to go over the Pine Arrow at Tuticorin operations and would like to share my feedback with you.

First off, I do appreciate that this was really difficult operation in view of all restrictions that people were working under and to still have managed to pull it off is commendable indeed.

Team at Tuticorin has a very positive attitude and willingness to get things done and are very much appreciated.

I also commend all the stevedores, supervisors, lashing and welding gangs who came out despite lockdown to work and get the job done. Many thanks to them all.

Vinod R. Bali
Operations, S. E. Asia
g2Ocean

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“ Thanks very much for your great assistance to the vessel during our stay at Tuticorin especially w.r.t. the crew shore passes, Lifeboat lowering permission and Ch.Eng immigration assistance, Shore crane relocation, landing FW samples to Synergy Pune etc.

The problems we face with having several agents appointed by various ship’s interest in the same port has been discussed at length with the Synergy Suptd. and I am sure it will be taken up at the appropriate forum.

Capt.D.F.Lobo(Master - Fairchem Conquest)

30

“ MT Chemroad Sea at Hazira We are very pleased with your close follow up to effect the joining of our sea staff in a record time.

This is the first normal crew change post Covid-19 at this port and were facing lot of challenges, however we always had faith in JMB. Same way

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“ Pumpman Mr Cesar Darunday - MT Stolt Sequoia

I myself just want to thank your good office and colleague, who took care of me while i was in the hospital for 9 days and for taking care of my personal belongings.

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Thank you for treating me as one of your family and it helps me a lot not to worry of anything. it's hard to spend time with the person in the hospital you barely know and I am a total stranger to them. But they did it without hesitation, not because it's their job as what i can see , but because they have a good heart and they loved what they are doing. Thank you once again and God bless your good office.

Cesar Darunday

”

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I take this opportunity to thank and appreciate the work done by Baxico Team with regard to obtaining the Conversion inreasonably shore test possible time in spite of Lock down. Vessel converted to coastal at 0015 LT/12th.

Capt.R.MalhotraMaster,Desh Suraksha / AVBD

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Thus by far, this medical case is the most difficult and complicated we handled during the time of the pandemic. Everyone, from your side, the ship and our ships operation dept worked hard to get the things done efficiently but we are limited by the restrictions imposed because of the contagion brought by COVID-19.

**Rolando Calizo
Welfare & Benefits Manager
Stolt Shipowning**

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