

## Agency & Services

# VOL.2 Crew Change Handling at Indian Ports by J. M. Baxi & Co.

“ **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

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

**CAPT BALARAM MAHAPATRA**  
Head Manning Operations

“ **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

“ **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**

“ **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

“ **36** 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

“ **38** LUDWIGSHAFEN EXPRESS - illness 3/E - MEDICAL EMRGENCY / 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

“ **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

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



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 07<sup>th</sup> 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.



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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.**

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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**

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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**

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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.**

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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.**

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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**

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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**

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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**

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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

21

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

25

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

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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.

29

“ 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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33

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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