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PORT ADMISTRATION PROCESSES

National report Croatia

Work Package 4

Activity 4.1

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1 The national report template – objective and description

The objective of work package 4 of DAPhNE Project is to analyse the procedures that port authorities/administrations apply to vessel and terminal operators as well as to other users of port infrastructure and services, and its goal is to determine what aspects need to be simplified, modified, and eliminated to increase efficiency and reduce the red tape in connection to port administration processes.
To this end, surveys will be conducted in five countries and the survey results will be incorporated in five national reports, created based on the present national report template.

2 Summary of national report

Main goal of this research was to analyse the procedures that port authorities apply for vessels and for port users that provide port services in Croatian Danube ports. Besides the analysis, the goal was to determine which administrative procedures need to be simplified or modified in order to increase efficiency and reduce the red tape in connection to port administration processes.

Survey on the port administration processes was conducted as part of the DAPhNE project within WP4 for the Activity 4.1 that deals with improvement and harmonization of port administrative processes in the Danube region. Nevertheless, this survey will be an input for completion of this project activity by creating one combined report of port administrative processes as well as for report about good practices related to port administration processes in Danube region.

Role of Port Authority Vukovar as an ERDF project partner in DAPhNE project was to collect data covered by the survey from existing port operators and to prepare the report on port administrative processes related to activity 4.1.

Survey contains two parts, two types of research. The first one is referring on the port owners/authorities, while the second one is focused on the port users.

According to Croatian legislation port administrator of the public port is port authority, while port user is the port operator or any person carrying out activity in the port related with providing port services. Nevertheless, Port Authority Vukovar is a public institution in charge for managing the port on the Croatian part of Danube River from rkm 1295+500 to rkm 1433+100 (137,5 rkm) Due to mentioned, for the first part of the research only Port Authority Vukovar, as only existent on this part of Danube River, provided the answers.

Regarding the second part of the survey, research was conducted between the port users that relate to Port of Vukovar. Focus was on Port of Vukovar due to fact that this is only Croatian cargo port located on the Danube River.

Following port users were asked to participate in the survey:

- Port operators;
- Port agents;
- Forwarders company;
- Quality control company;
- Shipowners (only one shipowner who in the fact is port operator with tugboat for providing port towing service).

3 General information regarding the research conducted

Period of the research: 21 – 24 December 2017

Questionnaire was sent to 10 port users and only 4 of them expressed interest for participation while 6 of them did not reply. The rate of non - response of port users is of a very high percentage of 60%.

Number of filled in questionnaires: 4

Rate of non-responses: 6

Please list the particular problems encountered during the research process:

- A lack of interest for participation;
- Questionnaires filled mostly with putting tick, no additional explanation given;
- Necessary to provide interview with port users by phone or face to face;
- Lack of time in private organization to do the interview.

Please list the limitations of the research:

- In Vukovar Port there are only 4 port operators dealing with cargo. The Questionnaires were sent also to ship agents and other service providers (quality control etc.);
- A small number of Danube cargo ports in Croatia, only one, survey possible to conduct only in the Port of Vukovar;
- Not possible to provide comparation between Danube ports at national level;
- A small number of port users available for the survey;
- Lack of ship-owners as port users at the national level.

4 General presentation of Danube Ports in Croatia

Research, as part of this Report, was conducted with the purpose to analyse the procedures that port authorities/administrations apply in Croatian Danube ports towards vessels and terminal operators as well as other users of port infrastructure and services. There is only one cargo port on Croatian stretch of Danube River – Port of Vukovar.

Port of Vukovar is located on the right bank of the Danube River on the river kilometre 1335+000. Total port area of Vukovar port is around 26 ha with no space for the further development. At the same time, the railway infrastructure modernization and electrification project is in progress and it will reduce the existing port area for approximately 5, 8 ha.

Port of Vukovar is an open shore type port with no port basins. It has a maximum draft of 2,6 meters and a cargo handling capacity of 2 mil. tons per year. There are no capacities for container handling in the port at this moment. There are capacities for high and heavy and out-of-gauge cargoes.

There are 7 terminals in the port which all have access to road, rail and IWW:

- Bulk cargo terminal,
- Grains terminal
- Break bulk (general) cargo terminal
- Two liquid cargo terminals
- Multipurpose cargo terminal
- Palletized cargo terminal.

Length of the quay is 1700 m, 260 m is a vertical quay and 1000 m sloped quay. There is also a 400 m of undeveloped quay. Port has 3 road entrances with 6 lanes. Total length of quay side railway track is 800 m, total length of the railway tracks is 3000 m.

Capacity of the storage is 13000 m^2 for dry bulk and general cargo and 10000 m^3 for liquid cargo. Bunker supply is provided in the bunker area. The port has facilities for ship generated waste as well as for the used oil, but this equipment is not in operation at the moment.

Vukovar Port Authority is a public institution founded by the Republic of Croatia in 2001 for management and development of the Vukovar Port and all wharfs of public interest on Danube River in Croatia. Port Authority is responsible for port management and the functionality of

the port. Mostly whole land within the port area is state owned, except land of the grains terminal where port operator VUPIK d.d. obtains its activities - port service as a concessionaire. In the Port of Vukovar four port operators have concession for port services providing. The concession is granted by the Port Authority Vukovar.

A brief introduction of port operators - concessionaires that provide port services within the port area of the Por of Vukovar:

a) Luka Vukovar d.o.o. is a port operator with concession for providing port services on the bulk cargo terminal, general cargo terminal, multipurpose cargo terminal and palletized cargo terminal. On the afore mentioned terminals port operator provides following port services: nautical, transport and port agency services, where nautical services include mooring and unmooring of vessel and port towing service, while transport service includes cargo loading, unloading, transhipment and cargo stowage. Concession was given for the period of the 20 years in 2006 and shall expire in 2026 year.

b) Nautica Vukovar d.o.o. is a port operator with concession for providing port services on the liquid cargo terminal for vessel supply with fuel – bunker station. Port operator provides port services as: vessel supply with fuel, transhipment and storage of the fuel on the terminal, as well as providing agency and forwarders services for whole port area. Concession was given for the period of 12 years and has expired in 2017. Concession has been prolonged until the new concession tender procedure is finished that is new concession is granted. Concession shall be for the next 12 years.

c) Lukoil Croatia d.o.o. is a port operator with concession for providing port services on the terminal for liquid cargo for providing the following services: transhipment and storage of oil and oil products on the terminal. Concession was given for the period of 12 years and has expired in 2017. Concession has been prolonged until the new concession tender procedure is finished that is new concession is granted. Concession shall be for the next 12 years.

d) VUPIK d.d. is port operator dealing with agricultural products and has concession for providing port services on the grains cargo terminal. On the terminal port operator provides services of cargo loading, unloading, transhipment and cargo stowage. Concession was given for the period of 10 years and has expired in 2017. Concession has been prolonged until the new concession tender procedure is finished that is new concession is granted. Concession shall be for the next 12 years.

5 Research results

5.1. Research conducted on port owners/authorities – data obtained from the ports under survey

Number of filled in questionnaires: 4
Rate of non-responses: 6

Only one cargo port exists on Croatian part of the Danube River - Port of Vukovar. Port Authority Vukovar is a public institution in charge for managing the Port. Due to that, as already mentioned, Port Authority Vukovar provided information in the questionnaire that related to research on port owners/authorities.

5.1.1 The cargo types handled

№	Cargo type	Yes/ No
1.	Dry bulk	Yes
2.	Container	No
3.	Break Bulk	Yes
4.	High and heavy cargo	Yes
5.	Petroleum products refined	Yes
6.	RO-RO Cargo	No
7.	Liquid bulk	Yes
8.	Moisture, sensible, break bulk	No
9.	Crude oil	No
10.	Dangerous goods	Yes
11.	Other (grains)	Yes

Table 1: Cargo types that are handled in the port of Vukovar

Table 1 shows which cargo types are handled in the port of Vukovar. The biggest share of handled cargo is dry bulk cargo such as fertilizers, coal, raw fuel coke and grains. In the Table grain cargo is emphasized as another specific cargo type due to existence of specialized terminal that is handling only with grains.

The second mostly handled cargo type in Vukovar port is break bulk which follows as a part of dangerous goods - liquid bulk and petroleum products, while the least one handled is high and heavy cargo.
Most of break bulk transhipment are steel products, packed fertilizers and a little bit of building material, while high and heavy cargo considers as transhipment of various special constructions for industrial facilities.
In Vukovar Port there is no ro-ro ramp, but port provides transhipment of combine (harvester) with mobile crane and such operation in port statistic is considered as special type of cargo as part high and heavy cargo.

5.1.2 Storage and warehousing facilities

№	Type	Availability (Yes/No)	Property of the port authority/ owner (Yes/No)	Property of the port operator (Yes/No)
1.	Open storage area	Yes	Yes	No
2.	Covered storage area	Yes	Yes	No
3.	Storage of dangerous cargo	Yes	Yes	No
4.	Other – silos for grains	Yes	No	Yes

Table 2: Storage and warehousing facilities availability in the Port of Vukovar

Storage and warehousing types availability are presented in table 2. Open storage is mostly used for dry, break and high and heavy cargo, while covered storage is used for break cargo sensitive to weather conditions. Storage for dangerous goods is in the tanks for liquid cargo such are diesel fuel, gasoline and natural gas derivate with total capacity of 12.000 m^3. Nevertheless, storage of diesel fuel is possible on the floating facility (barges) at the bunkering terminal with capacity of approximately of 2.000 tons. Storage of grains on specialized terminal for grains is possible in silos with capacity of 60.000 tons.

As almost all land within the port area is owned by Republic of Croatia and managed by the Port Authority Vukovar storage facilities are considered as property of the State. However, this fact is applicable on only on the open and covered storages, while dangerous storages are part of private investment of the concessionaires. After the concession contract expires, Port Authority is obligated to pay off current value of the storages to the port operator or in the

tender for granting of concession express current value of the storages that potential new concessioner has to pay for.
Silos for grains is still an open issue that has to be solved due to fact that silos is located on the private land in the port area. Nevertheless, according to the Act on the Inland Navigation and Inland Ports Republic of Croatia ("Official Gazette" 109/07, 132/07, 51/13, 152/14) has right to be first one to buy a land in the port area.

5.1.3 Handling facilities and devices available

№	Type	Availability (Yes/No)	Property of port authority/ owner (Yes/No)	Property of the port operator (Yes/No)
1.	Conveyor belt	No	N/A	N/A
2.	Pneumatic equipment	Yes	No	Yes
3.	RO/RO ramp	No	N/A	N/A
4.	Gantry crane	No	N/A	N/A
5.	Mobile crane	Yes	No	Yes
6.	Luffing/Slewing crane	Yes	No	Yes
7.	Floating crane	No	N/A	N/A

Table 3: Handling facilities and devices available it the Port of Vukovar

As shown in Table 3 Port of Vukovar has luffing/slewing and mobile crane and pneumatic equipment. Pneumatic equipment is used on liquid terminal for transhipment of liquid cargo, as well as for bunkering. Nevertheless, pneumatic equipment is also used on specialized terminal for transhipment of grains from vessel to storage, as well as from storage to vessel.
Only one operator in the port at bulk, general, multipurpose and palletized terminal, uses Cranes. There are three luffing/slewing cranes with lower capacity and they are mostly used for unloading and loading bulk cargo, while mobile crane has a bigger capacity and is used at terminal for general cargo as well as on the multipurpose terminal.

5.1.4. Berths

In Vukovar Port there are 7 berths available for vessel docking. Five of them enables vessel berthing next to the quay wall close to facilities for loading/unloading of the vessel, while the remaining two berths enable vessel docking at floating facilities (barges) that are located at the liquid and fuel supply terminal.

Berthing of the vessel next to quay wall is possible on the sloped quay as well as on the vertical quay wall. Two of berths are on the vertical quay wall and they are located on the terminal for grains and the second one next to the mobile crane.

5.1.5. Type of transport/connections available

Access to the port is possible by inland waterway as well as by road and railways. Port of Vukovar is located on the right river bank of the Danube River on the rkm 1335 as a part of Transnational European transport network (TEN-T) on the corridor Rhine-Danube.

Furthermore, connection with port hinterland is enabled by road and railway on the Pan European corridor X and on the branch Vc of the Pan European corridor V. Nevertheless, connection on the Mediterranean Corridor as a part European network TEN–T is provided over the Pan European Corridor X.

5.1.6 Quality certification

№	Type of quality certificate	Yes/No
1.	ISO 9001	Yes
2.	ISO 14001 /other than 9001/	Yes
2.	HACCP	No
3.	OTHER	No

Table 4: List of quality certificates holded by Port Authority Vukovar

Port Authority Vukovar, as administrator of the Port of Vukovar, is a holder of quality certificates: ISO 9001 and ISO 14001. Audit is obtained once a year by authorized organization and recertification is obligational every three years. Annual audit covers the scope of certification related to administration and management of port and wharfs located on the Croatian part of Danube River, executing granted concessions control, port services

supervision as well as charging and port dues defining. Audits also cover environmental demands fulfilling by the Port Authority and concessionaires.

Furthermore, Port Authority Vukovar employs qualified staff for implementation of quality standards in the port, which are trained through courses and seminars by authorized organization. Port operators do not hold afore mentioned certificates, but they need to have certain level of quality and environmental protection standards and they are controlled by the Port Authority.

5.1.7 Port administrative processes conducted

№	Administrative process	YES	NO
1.	Construction, maintaining & repairing of port infrastructure	X	
2.	Renting (land, port platforms, office spaces, warehouses, equipment)	X	
3.	Preparation and implementation of security plans		X
4.	Ship cargo control		X
5.	Monitoring ship movements and information systems	X	
6.	Traffic management		X
	River		X
	Rail		X
	Road		X
7.	Issuing specific authorizations, licenses, certificates related to port activities		X

Table 5: port administrative processes performed by Port Authority Vukovar

Administrative processes performed by the Port Authority are listed in table above. According to the Croatian legislation, Act on Inland Navigation and Inland Ports administering the Public port implies following tasks:

- Supervision and recording of arrivals and departures of vessels, transhipment and transport;

- Ensuring continuity of providing port activities;
- Reception of water, faecal, bilge and oily waters from vessels;
- Enforcing order in port and supervision over carrying out the port activities;
- Regular maintenance of port facilities, except port facilities whose maintenance is the concessionaires' responsibility;
- Management of public water domain in the port area.

5.1.8. The services related to maintenance and disposal facilities

№	Services provided in accordance to existing facilities	YES	NO
1.	Administrative and controlling services only	X	
2.	Transshipment operations		X
3.	Storage of cargo		X
4.	Berth allocation and port acceptance	X	
5.	Fresh water supply		X
6.	Onshore power supply		X
7.	Bunkering		X
8.	Bilge water disposal	X	
9.	Waste disposal	X	
10.	Waste recycling		X
11.	Fuel station (Diesel, CNG, LNG, Benzine) for vessels		X
12.	Provision of logistic services		X

Table 6: Service provided by the Port Authority Vukovar

According to Croatian legislation port authorities, as public institutions, are in charge for administration of the port area, while port services are provided by the port users according to granted concessions. Furthermore, all services tick as NO in table 6 are provided in the port of Vukovar by port operators.

Nevertheless, bilge water and waste disposal, according to legislation, are considered as an administrating task that is provided by Port Authority Vukovar. Status of facility for reception of waste and bilge water is temporarily not available because the equipment has not been fully in operation yet.

5.1.09 Participation in a consortium/association at national or international level

Public Institution Port Authority Vukovar is a member of:

- At the national level – ZALU – Association of Inland Port Authorities
- At the international level – EFIP – European Federation of Inland Ports.

The membership in these organizations ensures for the port administration a large contribution for a better organization and service provision, including:

- Unification of documents;
- Exchange of information of a legal framework of port processes between members;
- Rising the quality level of the administrative personnel;
- Attraction of investments for the administered ports, information and accessibility to EU funds;
- Others (exchange of good practices, etc.).

Furthermore, Association of Inland Port Authorities is established to perform the following tasks:

- Harmonization of ports dues and other port fees;
- Harmonization of port fees for usage of infrastructure and superstructure;
- Harmonization of development terms and programs for public ports;
- Harmonization of procedures related to granting concessions for providing port services;
- Harmonization of all issues related to the functioning of the port system;
- Cooperation with Croatian Railways, ship-owners, port agents, forwarders and other participants closely connected with inland waterways;
- Ensuring permanent cooperation with Agency for Waterways, Association of Maritime Port Authorities etc.

5.1.10 Port processes harmonization initiatives

Regarding the participation in the harmonization initiatives port Authority Vukovar was participated as a project partner in two transnational projects WANDA and CO-WANDA, within the South East Europe Transnational Cooperation Programme.

The project WANDA (WAste management for inland Navigation on the DAnube) was aimed at establishing a sustainable, environmentally sound and transnationally coordinated approach in ship waste management – including the development and implementation of related measures – along the Danube in order to protect this water resource and its multifaceted eco-systems.

The main focus of CO-WANDA (Convention on Waste Management for Inland Navigation on the Danube) was the start initiative work for a binding treaty, which shall provide clear guidelines for ship waste management. The support of national and international authorities, stakeholders and opinion leaders is a driving force for the successful implementation of the inter-national cooperation activities. The harmonization and adaptation of currently running ship waste management systems will decrease the risk of illegal discharges of ship wastes and thereby support the protection of valuable river ecosystems and the means of livelihoods for future generations in the Danube region.

Nevertheless, Port Authority is also participates in the DANTE project, that is under implementation, as a part of the Danube Transnational Programme. Full name of the DANTE project is Improving Administrative Procedures and Processes for Danube IWT. The DANTE project aims at identifying and eliminating administrative barriers for inland waterway transport (IWT) on the Danube & its navigable tributaries as a joint initiative of the private sector and the national public authorities responsible for these barriers.

5.1.11 The complexity of the administrative port processes

№	Process	Level of complexity
1.	Construction, maintaining & repairing of port infrastructure	4
2.	Renting (land, port platforms, office spaces, warehouses, equipment)	2
3.	Preparation and implementation of security plans	
4.	Ship cargo control	
5.	Monitoring ship movements and information systems	1
6.	Traffic management	
	River	
	Rail	
	Road	
7.	Issuing specific authorizations, licenses, certificates related to port activities	4
8.	Transshipment	
9.	Storage	
10.	Waste recycling and disposal	5

Table 7: Level of complexity of administrative port process on scale from 1 to 5

Processes of construction, maintenance and repairing of port infrastructure are considered as complex in some way due to obligation of preparation proposal plan for construction and maintaining of the port facilities. Proposal plan is needed for the preparation of the mid-term plan for development that is adopted by the Croatian Government for the period of 5 to 10 years. In accordance to Mid-term plan, operational plans for constructions and maintaining are adopted annually by port authorities with approval of the Minister in charge for the inland waterways. At the end, after the approval tendering procedure can start.

Issuing specific authorization, licenses, certificates related to port activities are considered as process of granting of concession for providing the port services. Plans for granting concessions have to be a part of the development Mid-term plan and before tendering a study for granting concession needs to be done. Procedure of public procurement is considered as complex and usually for such procedures external experts are contracted.

Waste disposal is considered question of a high complexity due to non-functionality of the existed equipment and the waste disposal is conducted when need is shown. In such cases authorized company with license for the waste disposal has to be contracted.

Duration of the permit/ certificate for operation of the port

According to the Croatian legislation a port is opened and classified with decision issued by Ministry of Maritime, Transport and Infrastructure and can be opened for national and international transport depending on the specific conditions in terms of available equipment, capacities, traffic connection and navigation safety. From the mentioned permit/certification for operation of the port is not determinated by duration, then with the specific conditions that port must fulfil.

Duration of concession in public ports for public service with purpose for providing nautical service up to 5 years and for the transport service is up to 15 years.

Frequency of audits for proper operation by the administration

Frequency of audits for proper operation of the port users by port administration are not strictly define with legislation. Nevertheless, it is allowed to provide supervision of the port user's work and performers of contracts obligations, as well as inspection of business and financial documents of a port user. Mainly, port users are obligated to delivered quarterly reports for performed work, and as well as annually report.

5.1.12 Port services provided by the private sector

Port services that are provided in the port are divided on the: nautical services, transport services, service of reception and conveying of passengers, forwarding services and port and port agency services. Private operator can perform all port services according to granted concession for specific port service by public bodies. As already mentioned Port Authorities are public institutions that provide granting concessions for providing port services in the ports.

5.1.13 The evolution of port administrative processes during the past 10 years

During the past years some administrative process were improved, such as announcement of vessels arrival, information exchange, implementation of electronic system for monitoring of port traffic, software for archiving official documents, as well as adoption of legislation that defines port agency services.

Data for vessels arrival announcement are unified and they are same for the Port Authority as well as for Harbour Masters. Exchange of information between Port Authority and port operators are performed via e-mails, while monitoring of port traffic is ensured via electronic system that provides additional information that also can be useful for Border Police and Customs.

By adaption of the legislation related to the port agency services it is ensured the fastest process for conduction of administrative procedures related of vessel arrival, as well as informing and distribution of documents to competent authorities, such as Border Police, Customs, Harbor Masters and Port Authority.

Implementation of the software for archiving official documents ensures safe storages of all official document that are issued by Port Authority of received, as well as simplified browsing of documents.

5.1.14 Conclusions

Due to the fact that on the Croatian part of the Danube River is located only one cargo port it is not possible to define and provide disparities between ports. However, Survey was conducted for one port only and at this chapter relates only on Port of Vukovar.

According to the purpose, Port of Vukovar is classified as a public port, while according to their significance as a port of the national significance. Furthermore, as a public port has obligation of providing public services, where vessels in national or international transport can perform transhipment operations, provision of supplies or change of crew. As a port of national significance, Port of Vukovar is established by the Republic of Croatia whose establishment, development and business operations are of interest of the Republic of Croatia in terms of transport and economy.

Port of Vukovar is managed by Port Authority Vukovar which is established by the Government of Republic Croatia as a public institution in charge for managing of the ports on the Croatian part of the Danube River.

In spite of the fact that port area is not big enough it is possible to provide the transhipment of variety goods, as well as possibilities for storages of transhipment different cargo types.

Port services are provided by port users, while monitoring of the port users, as well as monitoring of the port traffic and berths allocation are done by Port Authority Vukovar, and those administrative processes are not considered as complex.

Nevertheless, construction and maintenance of the port facilities are considered highly complex due to public procurement procedures especially for the procurement of the high value where participation of large number education staff is needed.

Regarding the waste disposal open issues, we consider that it could be solved by concession for those activities granting to private operator, as well as on the harmonization of processes and procedures through international initiatives.

Certification of the port from the aspect of quality certification is not obligatory, however Port Authority Vukovar has a quality certificate for ISO standards 9001, as well as for ISO 14001.

Although the port has good connection with hinterland by road and railway, better connections are needed, as well as reconstruction and modernization of the Port of Vukovar. Reconstruction and modernization of port would imply infrastructure and superstructure modernization and improvement, in order to make possible better development of intermodality, as well as logistical services.

5.2. Research conducted on port users – data obtained from the ports under survey

Number of filled in questionnaires: 4
Rate of non-responses: 6

As regards conducted research of the port processes in Port of Vukovar, port operators was evaluated level of difficulty on a scale from 1 to 5 (1 easy to organize, effective, 5 burdening, not effective). To be more precise in description of level of difficulty for the port processes, in this survey is used a scale from 1 to 5 with following meaning (1-Exstremly effective, 2- Very effective, 3-Moderatley effective, 4-Slightly effective, 5-not effective).

5.2.1. Port users categories

Survey has been conducted between the port users that have concession for port services providing in the Port of Vukovar. Conducted research covers different types of port users that provide port services such as loading/unloading of cargo, cargo transhipment, supply of vessel, port towing services, mooring/unmooring vessel, inspections (quality control) of goods, forwarding and port agency services.
According to the Act of Inland Navigation and Inland Ports, port services are structured from nautical and transport services, which is shown in the figure below.

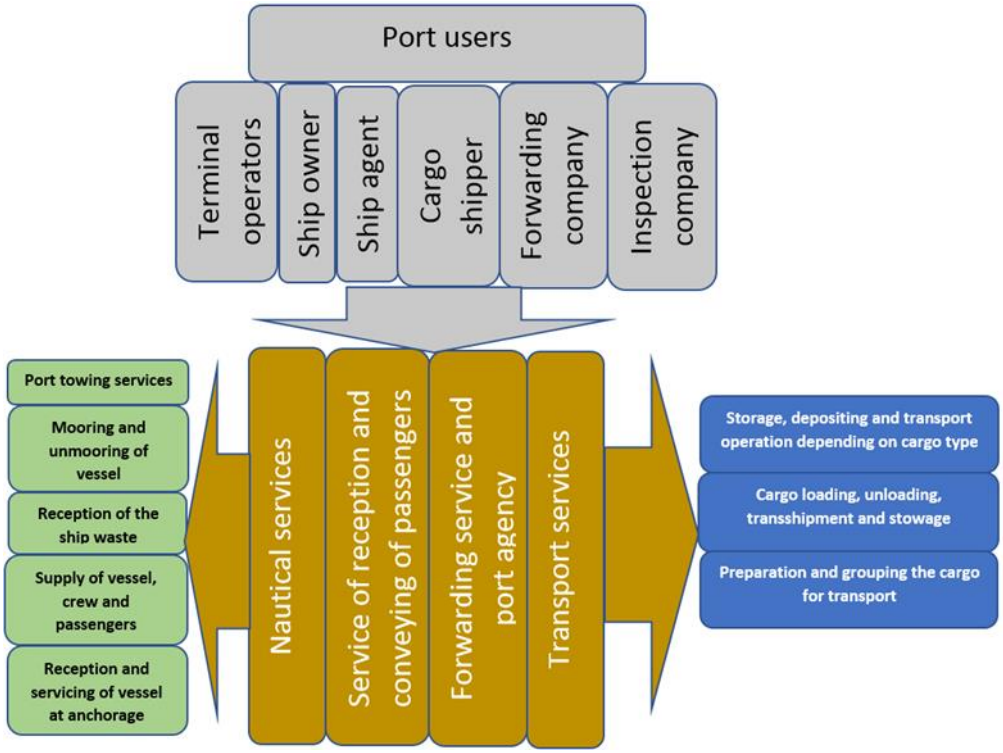

Figure 1: Comparison of port users with port services

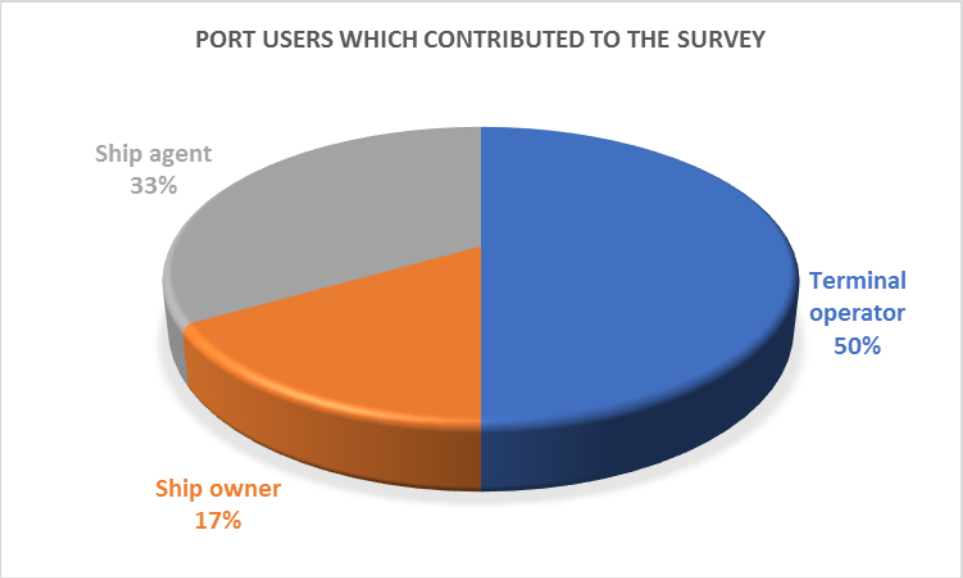

Figure 2: Croatian port users which contributed to the survey

5.2.2. Loading and unloading

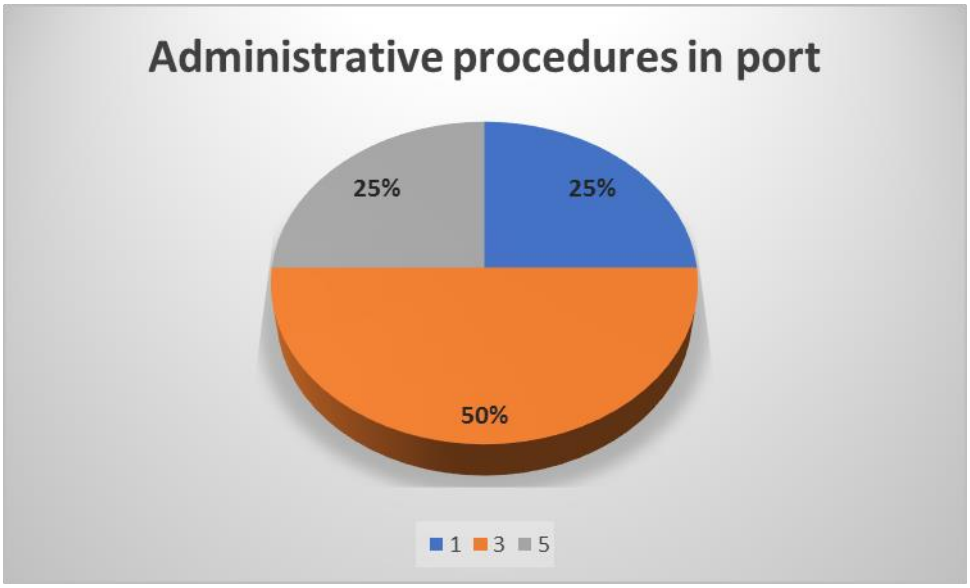

Figure 3: Level of difficulties in regard with loading and unloading processes in port from the view of administrative procedures expressed in percentage

Half of port operators consider this process moderately effective, while the rest of them are divided between very effective and not effective. According to survey an average level of difficulty for administrative procedures could be summed up as moderately effective.

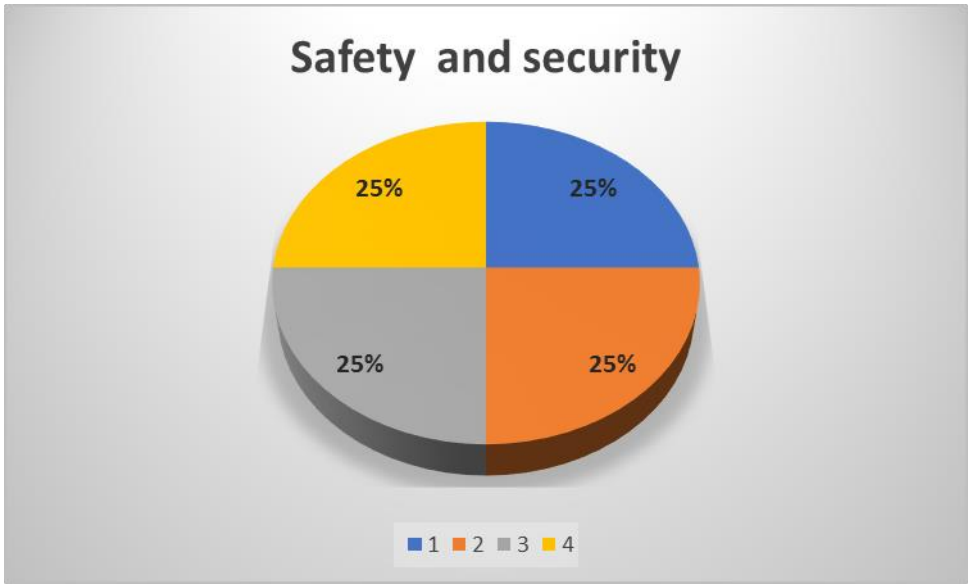

Figure 4: Level of difficulty with regard to loading and unloading processes in port from the view of safety and security expressed in percentage

Regarding the safety and security port operators' opinion is divided between extremely, very, moderately and slightly effective, and average level of difficult for this processes is moderately effective.

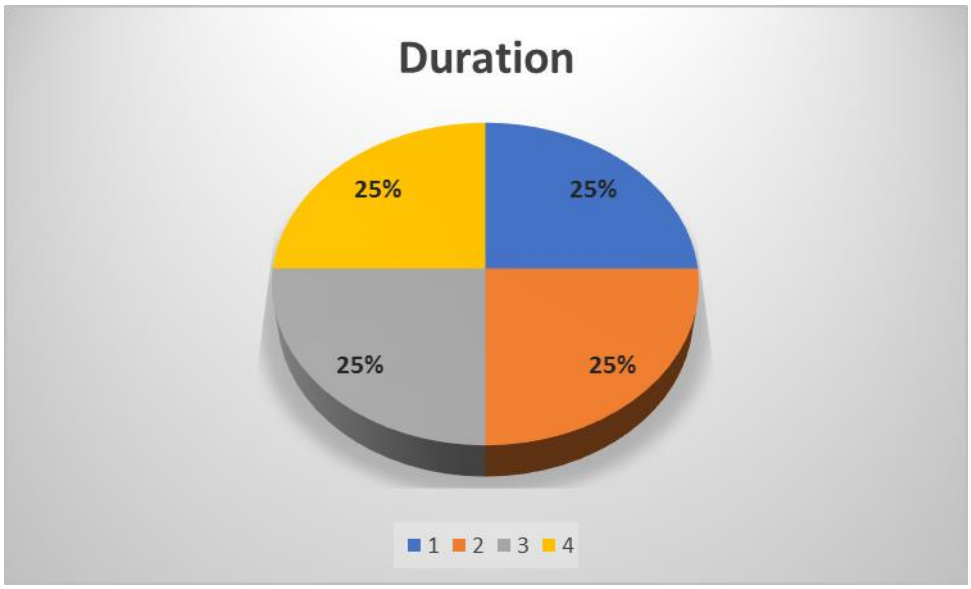

Figure 5: Level of difficulties regarding the loading and unloading processes in port from the view of duration expressed in percentage

From the view of duration of the loading and unloading processes port operators are also divided as about safety and security, and average level of difficulties for this process is also moderately effective.

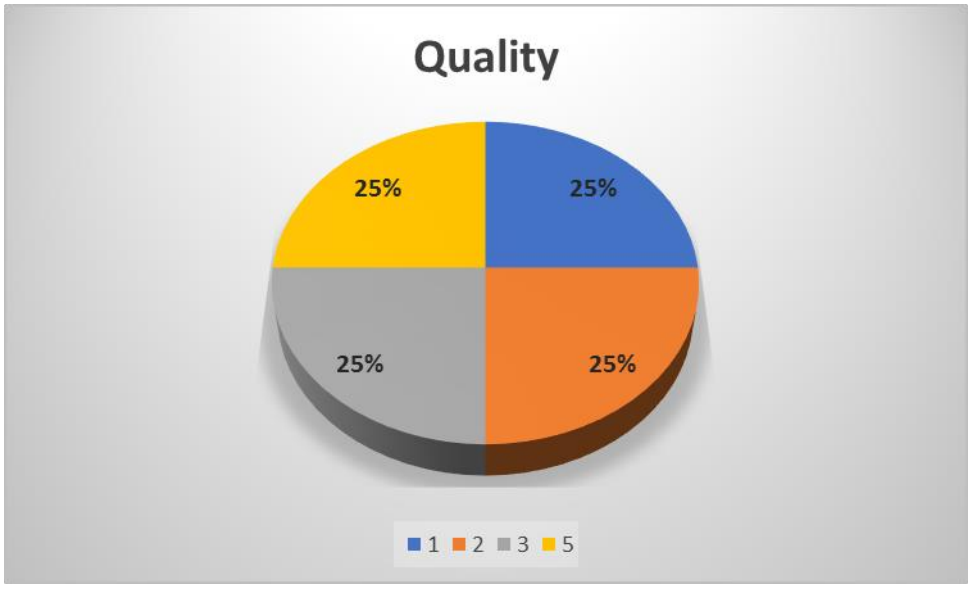

Figure 6: Level of difficulties regarding the loading and unloading processes in port from the view of quality expressed in percentage

Regarding the quality of unloading and loading proceses oppinions are diveded and avrege level of dificulty is moderately effective.

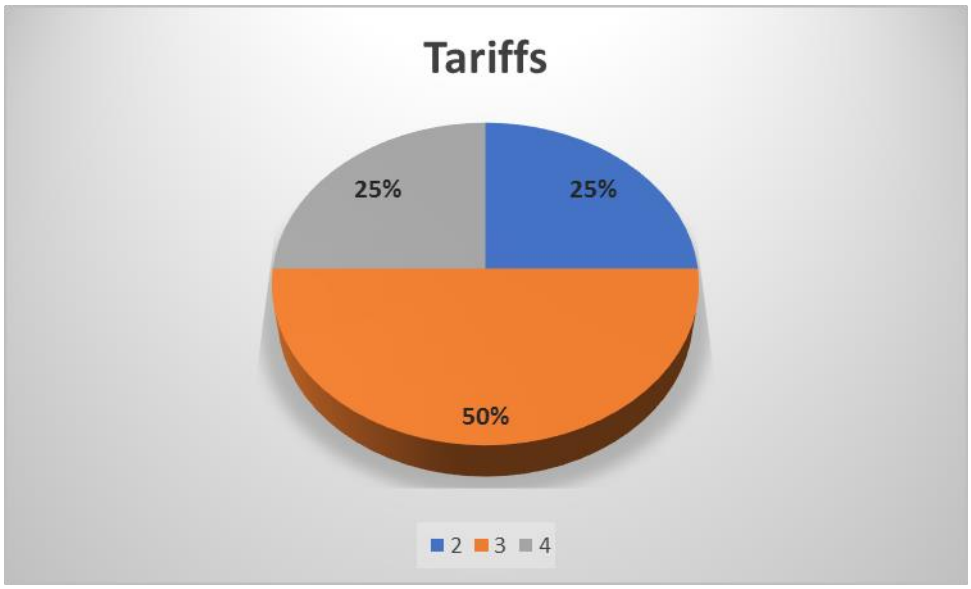

Figure 7: Level of difficulties regarding the loading and unloading processes in port from the view of tariffs expressed in percentage

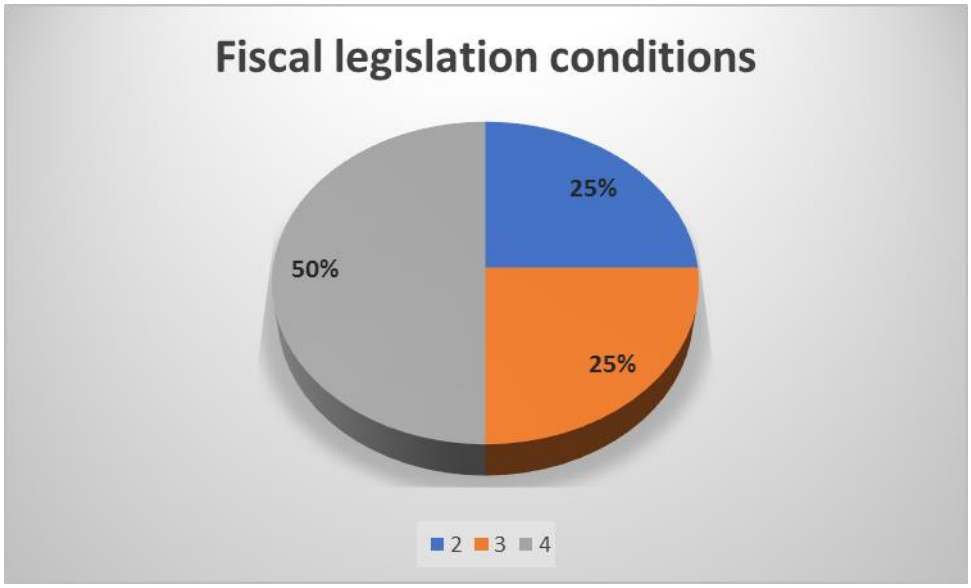

Figure 8: Level of difficulties regarding the loading and unloading processes in port from the view of fiscal legislation conditions expressed in percentage

As some survey criterion have a same result they are described together, such as tariffs and fiscal legislation conditions which are rated as moderately effective.

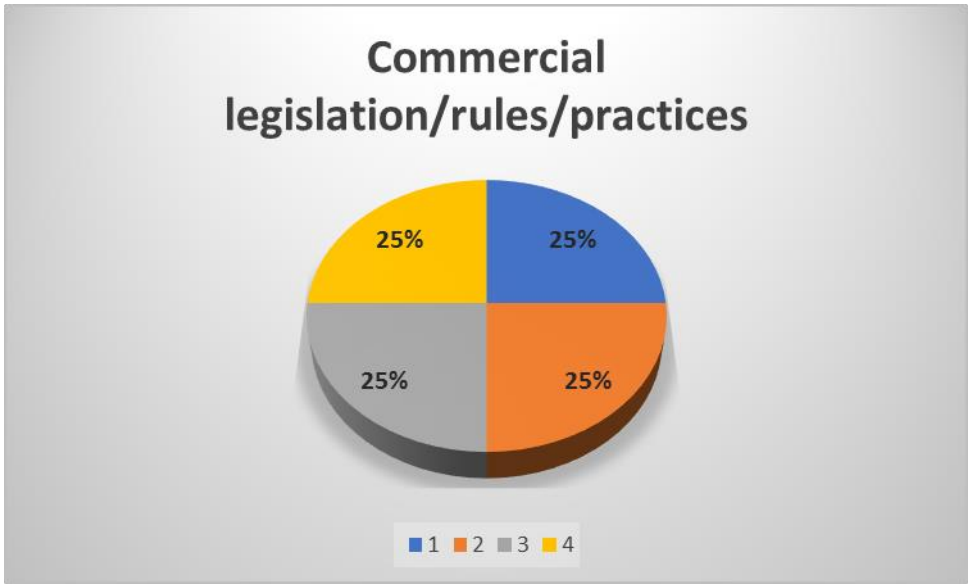

Figure 9: Level of difficulties regarding the loading and unloading processes in port from the view of commercial legislation/rules/practices expressed in percentage

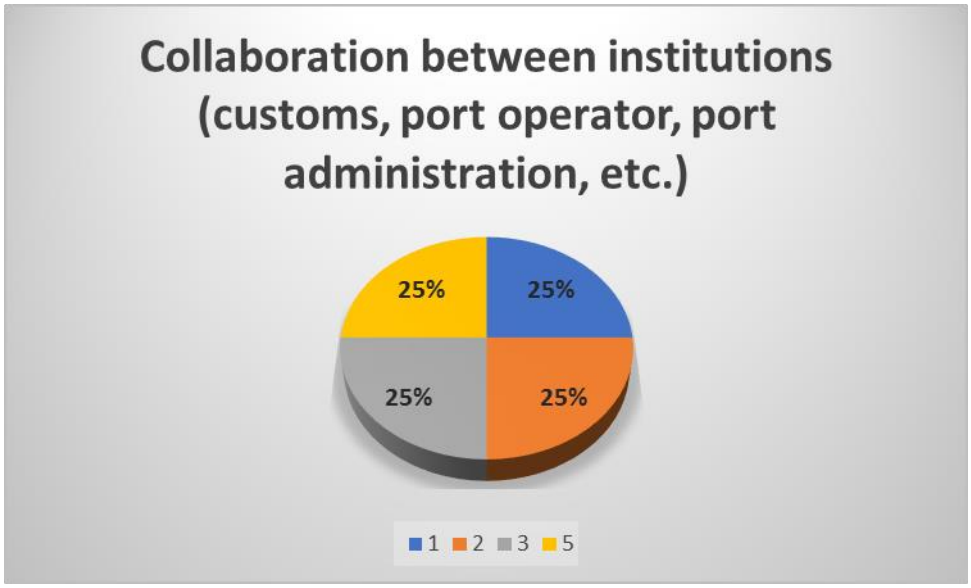

Figure 10: Level of difficulties regarding loading and unloading processes in port from the view of collaboration between institutions expressed in percentage

Also, in conducted survey regarding the criterion for commercial legislation/rules/practices and collaboration between institutions with port operators this criterion was rated also as moderately effective.
And in the end when all criterion for loading and unloading processes in the port sum up, we could draw the conclusion that port operators considered these processes moderately effective.

5.2.3. Storage and warehousing

After filled survey related to the port processes of storage and warehousing, port operators provided their opinion that all processes could be summed up with average level of difficulty as moderately effective.

Average evaluated criterion for the storage and warehousing has been presented within figure 10.

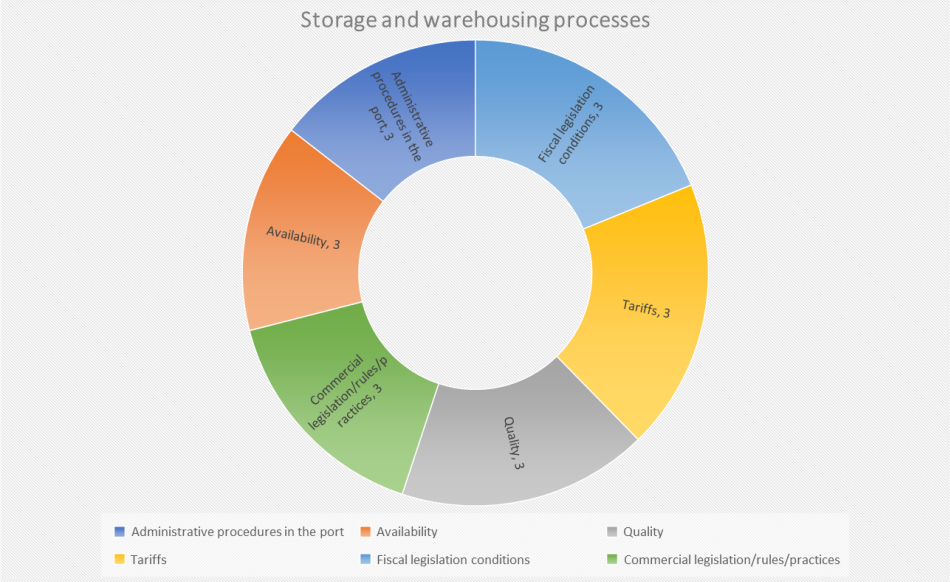

Figure 11: Level of difficulties of the port processes related to storage and warehousing

5.2.4. Notice Process – (e.g. receiver, notify, port operator)

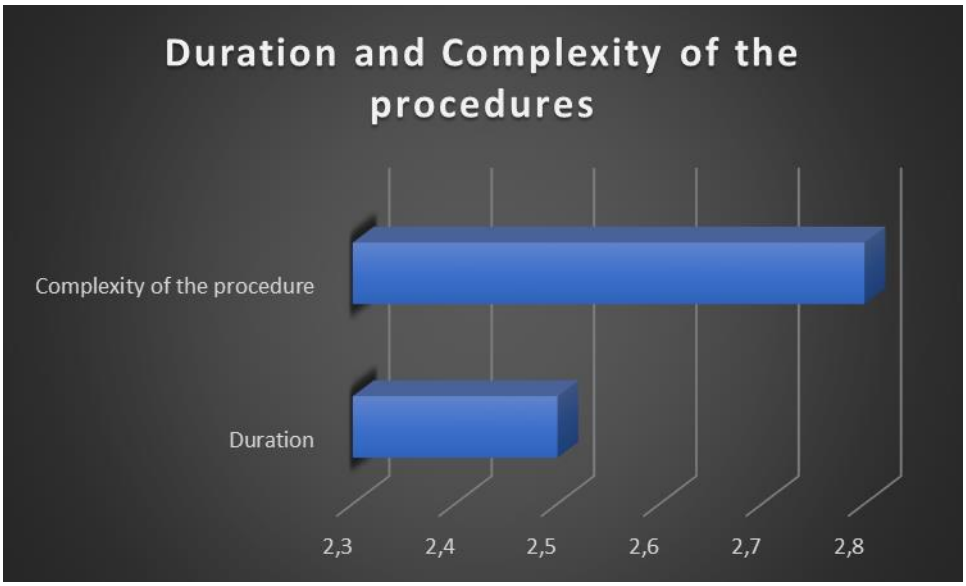

Figure 12: Average level of difficulties for notification process

According to survey, notification process is moderately effective and most of the information is been provided electronically. Within platform for monitoring of vessels on the berth, exchange of information between competent authorities is enabled. Nevertheless, a new information system is needed to improve notification process that will enable exchange information not only to competent authorities but also to others interested parties that are closely connected with the port services providing.

5.2.5. Berth Allocating & Port Acceptance Process

After the announcement of ship arrival is received centre for traffic management directs vessel to the berth that is previously allocated by port administrator according to received announcement of ship arrival. According to the survey, feedback from the port operators' process of berth allocation and port acceptance is considered between very and moderately effective. Results of the survey are presented on the figure 12, while on figure 13 present average results for effectiveness based on all port operators that participated in the survey.

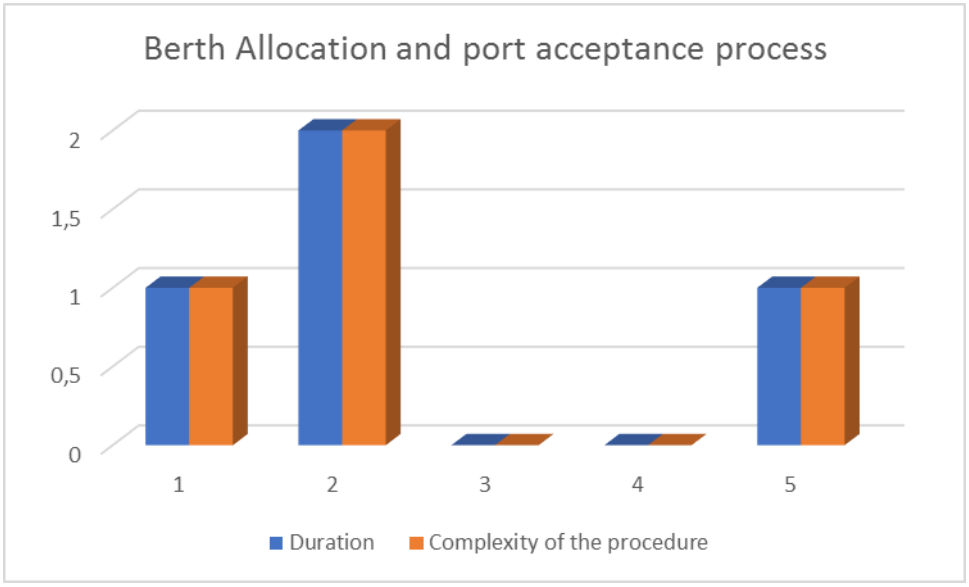

Figure 13: Results of the survey for berth allocation and port acceptance process

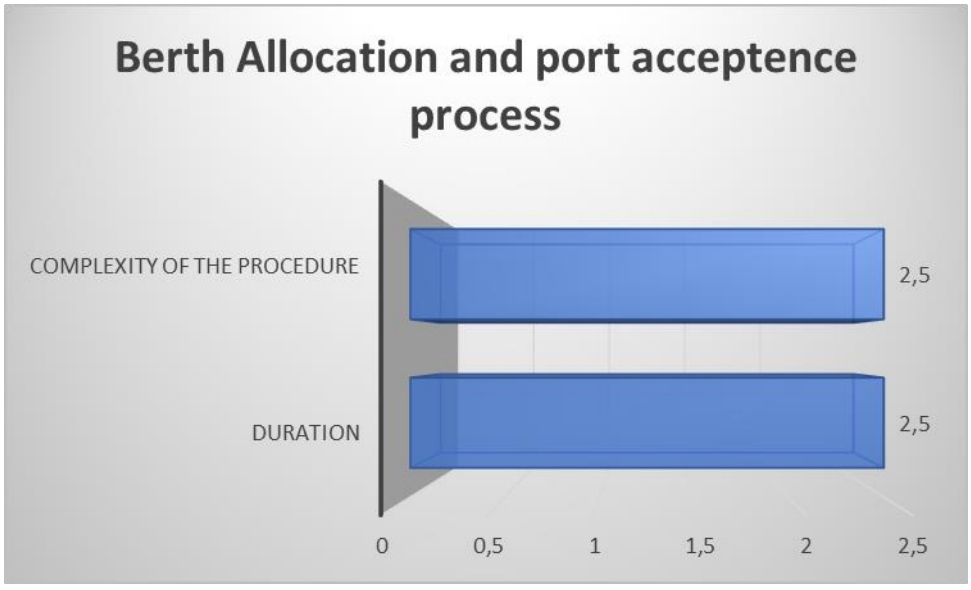

Figure 14: Average result of effectiveness for berth allocation and port acceptance process

5.2.6. Survey Process

Survey process applied on the vessels, as well as on the transhipment goods which is considered from the port operators as moderately effective. Results of the conducted survey is presented on the Figure 14, while the average result for effectiveness of the survey process is showed in the Figure 15.

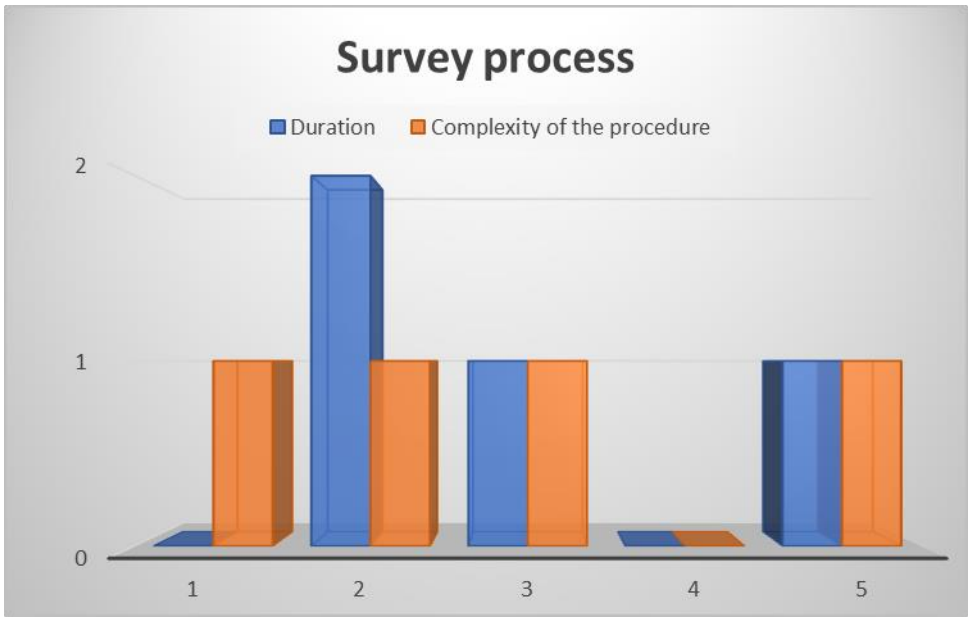

Figure 15: Results of survey for survey process

Related to the duration of the survey process port operators emphasized as weaknesses a lack of official staff especially Border Police and Customs.

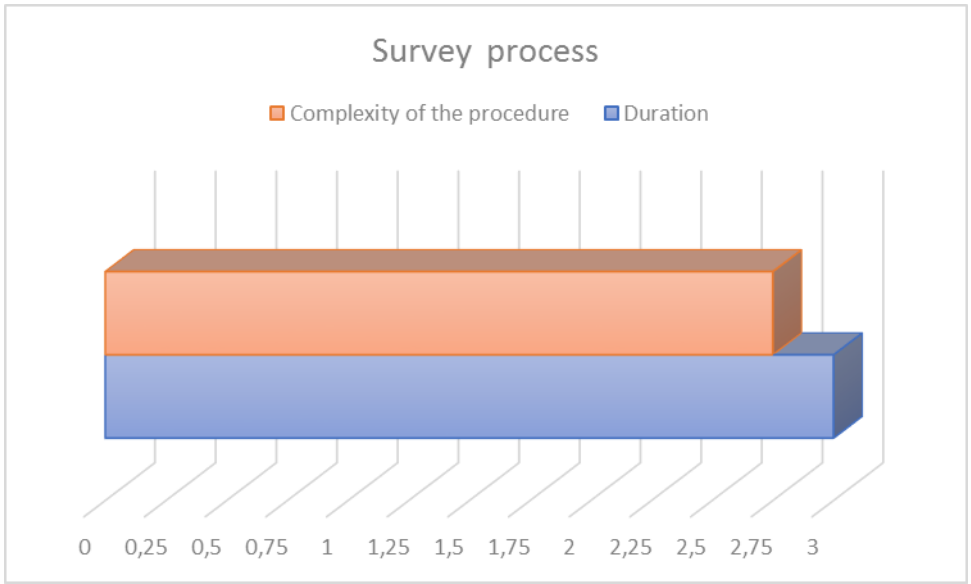

Figure 16: Average result of effectiveness of survey process

5.2.7. Ro-Ro services (loading and unloading of trucks, cars and other special vehicles and roll stocks to and from ships) – if applicable

It is not possible to provide results of the survey for the Ro-Ro services because this service is not available that is this question is not applicable for the Port of Vukovar. Port of Vukovar does not provide Ro-Ro services and to be more precise there is not Ro-Ro ramp although some port operators provide loading services of working machines (combine/harvester) with port crane. Port operators pointed out as disadvantage lack of the Ro-Ro ramp in the Port.

5.2.8. Port manoeuvring process

Port manoeuvring process is considered effective and having relatively low level of difficulty what is also visible from the Figure 17, where are results for level of difficulty for duration as well as for complexity of the procedure presented.

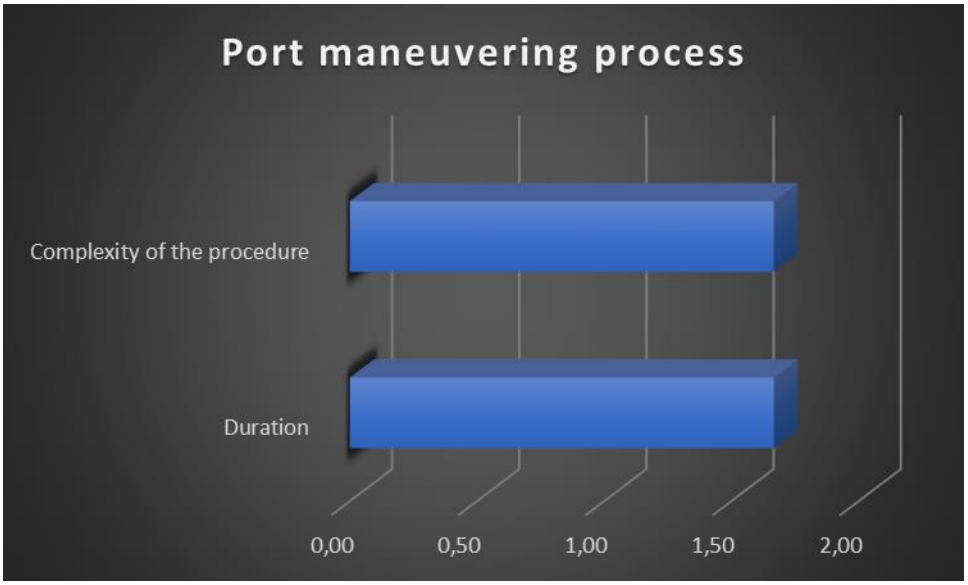

Figure 17: Average result of effective for port maneuvering process

5.2.9. Transshipment – if applicable

Usually transshipment process from ship to ship is not proved in the Port of Vukovar. Exception is only one port operator that has been providing this service and the process is considered very effective and having low level of difficulty. Mostly, the process is carried out during the extremely low water level when is necessary to unload cargo from barge to barge.

5.2.10. Audit

A vessel may operate with certain navigation limits and be used for designated purpose or stay on inland waterways if it complies with conditions of technical rules for the certification of inland navigation vessels. Ability for navigation is confirmed within certification that is by issuing of certificate for navigation ability. The Ministry of the Sea, Transport and Infrastructure via Technical Supervisory Committee issues the certificate. In Croatia technical supervisory committee is a Croatian Register of Ships who is authorized to provide audit for the inland vessels. Audits for the vessels is usually done once in a year as a periodical audit or it could be done more than once in a year only in exceptional cases as an extraordinary audit of the vessel.
Besides the Croatian Register of Ships, inspection supervision for the vessels is allowed to be done by the navigation safety inspector from the Ministry of the Sea, Transport and Infrastructure and from the Harbourmasters' Office as a territorial unit of the Ministry. Navigation safety inspector is authorized to provide inspection audit for the vessel to determine navigation ability of the vessel, especially to control vessels certificate and books. For such audits it is not strictly defined how often they should be done and those audits could be done more than once a year by a navigation safety inspector.

5.2.11. Documents

The number of documents that must be submitted to the competent authority is slightly high and the number of documents is between 5 to 10. Those documents are obligatory for submission to the competent authorities such as Border Police, Customs Office, Harbor Masters Office and Port Authority.

5.2.12 Complexity of procedure

Feedback gathered from the survey for this topic refers on the Hungary and Serbia. Reason for Hungary to be mentioned is because it is a country with most complex administrative procedures laid down at the cross-border point at Mohacs where vessels stay too long because of border control procedures. It reflects on the Port of Vukovar directly because vessels can't be on time in Port and this is also the situation for passenger vessels.
Serbia is also mentioned as a county with very complex administrative procedures. The situation is that for every vessel that comes from or transits through Serbia and then comes to Port of Vukovar has to be applied a long and complicated border control due to fact that vessel did not come from an EU country and it automatically has to submit more documents for the competent authorities.

It should be also noted that feedback related to the complexity of procedures came from port´s agents who express their opinion regarding the administrative procedures in other countries which influence on process for vessel´s that come to border control.

5.2.13. Electronic exchange of information

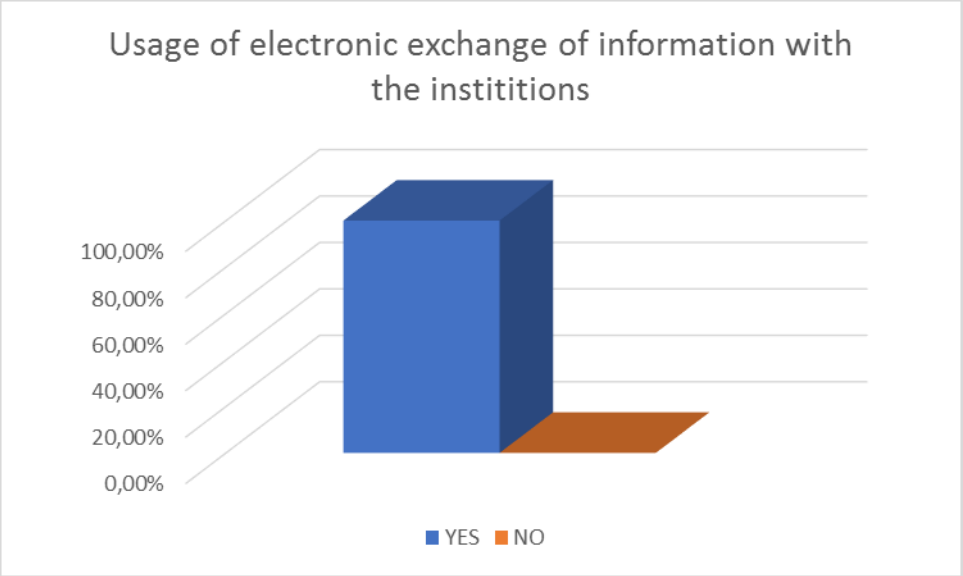

Figure 18: Percentage of usage of electronic exchange of information within the institutions relevant for operation of the port

All port operators covered by the survey declared that they use electronic exchange of information with competent authorities and consider that way of communication as very useful and fastest. Mainly, exchange of information is conducted via e-mail and also by electronic system that is used for the monitoring of the port traffic, which provides possibilities for exchanging information between port users and competent authorities.

5.2.14. Statistical and other data

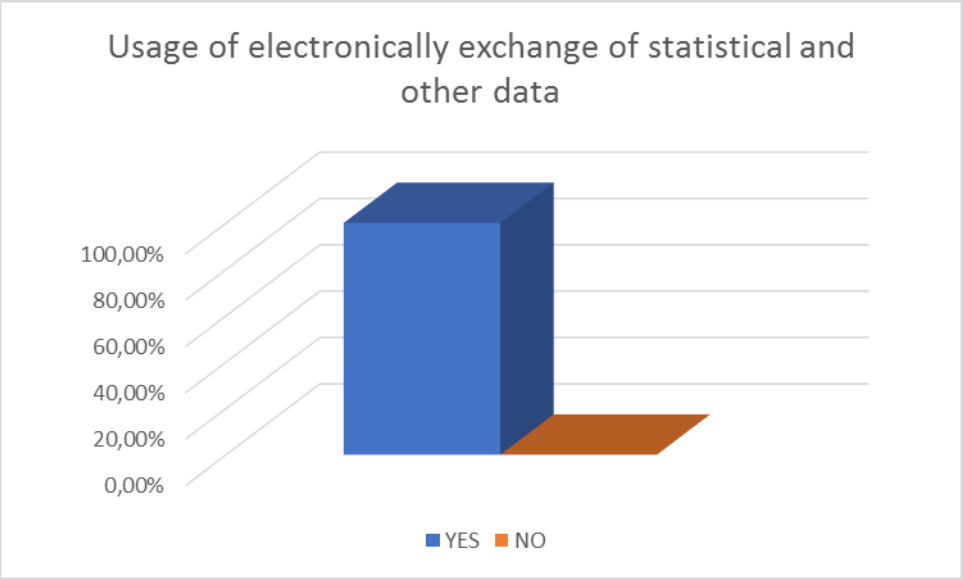

Figure 19: Percentage of usage of electronically exchange of statistical and other data with the corresponding administrations

According to survey results all port users use electronically exchange of statistic and other data with the corresponding administrations and it is considered that this way of information exchange is very useful and quickest.
According to the Croatian legislations Port Authority is obligated to make annually compiled report about the activities of the port operators where all data collected from the port operators are combined.
Furthermore, electronical system which is used for monitoring of the port traffic, also enables exchange of data related to the border control of the vessel such as crew and passengers list.

5.2.15. Paper copies of the electronic data

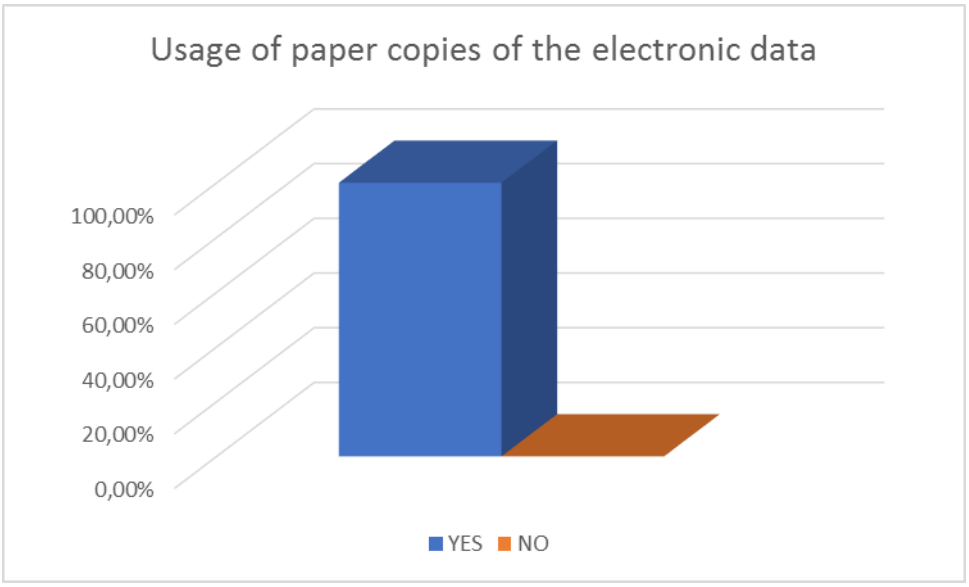

Figure 20: Percentage of usage of paper copies of electronic data

Despite to the fact that all port operators use electronic information exchange, survey shows us that all of them still use paper copies for the data that they had sent electronically.

5.2.16. Meetings with relevant institutions

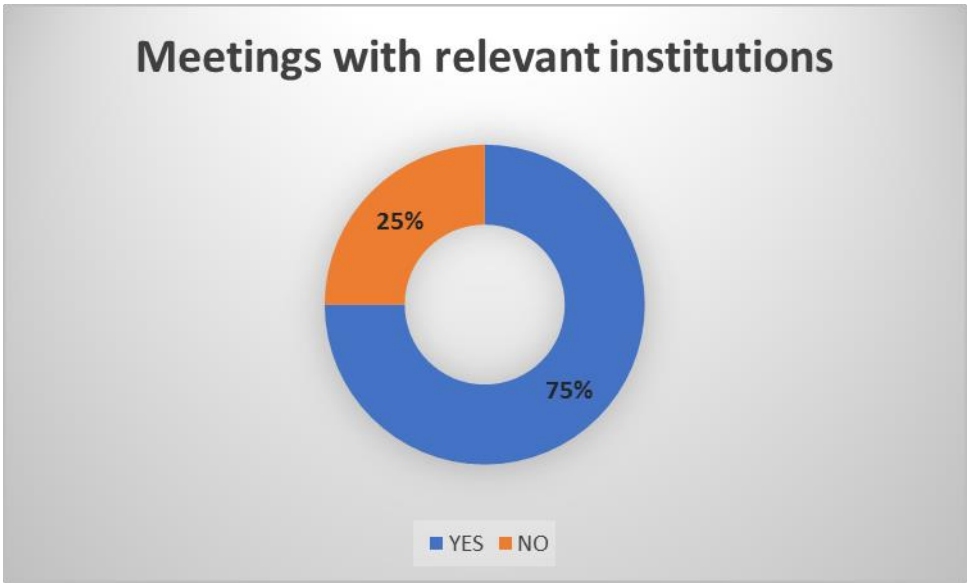

Figure 21: Percentage of port operators having meetings with relevant institutions

Survey showed that 75% port operators have meetings with relevant institutions, while 25% state that do not have such meetings. Meetings with relevant institutions are not organized on the regularly basis but when is needed to resolve some problems such meetings are organized. In addition to daily communication between all port participants, the Ordinance on the Order in Port provides the opportunity to organize a joint meeting for all competent authorities for the purpose of organizing and conducting more efficient port administration processes.

5.2.17. Information considered useless

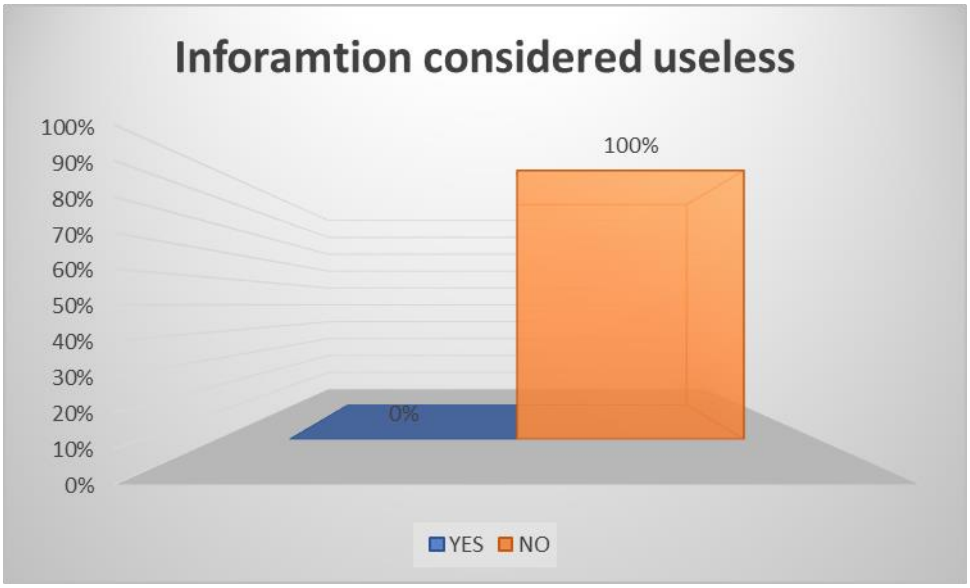

Figure 22: Percentage of considered useless information provided to administrations

Port operators included in the survey considered that all information provided to the relevant institutions are useful.

5.2.18. Time consuming administrative procedures

Most of port operators included in survey considered two administrative procedures as most time consuming.
One of them is approval for the vessel docking out of the cross-border point. Usually, this procedure is applied for passenger vessels that dock at the passenger terminal out of the port and out of cross-border point.
The other time consuming administrative procedure is related to vessel control that is control of the crew and passengers on board as well as of the cargo on the vessel. Furthermore, the procedure of the vessel control is conducted by the Border Police, Customs and Harbor Masters.

5.2.19. Administrative procedures that should be eliminated

All port users shared the opinion that none one of the administrative procedures should be eliminated.

5.2.20 Suggestions /proposals/ comments

There were no suggestions, proposals or comments regarding the above mentioned administrative port processes.

5.2.21 Future directions for development and harmonization along the Danube ports

No one suggested their proposals regarding the future directions for development and harmonization along the Danube ports.

5.2.22 Conclusions

Although the interest in participation was not big it could be concluded that port users considered all existing port administrative procedures moderately effective. Nevertheless, for some administrative procedures port users pointed out some problems: they are still considered certain processes as the effective. Processes as duration of the vessel control obtained by the relevant institutions port operators emphasize as a weaknesses and consequence of official staff deficiency - especially Police and Customs staff. But this procedure is still considered as moderately effective. Despite to the fact that they are obligated to submit between 5 to 10 documents when vessel arrive in the port, the procedure is still considered not too complex.

Since port users indicated that there is no useless administrative procedure it could be concluded that cooperation between relevant institutions such as Border Police, Customs, Harbor Masters Offices, as well as Port Authority is on a good level of the cooperation. That is supported by the fact of daily communication between afore mentioned relevant institutions as well as organization of the joint meetings of all corresponding authorities with the purpose of organization and conduction more efficient port administration processes. Besides the above mentioned, in order to speed up implementation of the port processes information as well as other data is being exchanged electronically between institutions either via e-mails or electronic system for the port traffic monitoring.

To emphasize differes between Danube ports in Croatia included in this survey is not applicably due to fact that that survey was conducted only for one Danube port in the Port of Vukovar. However, it could be mentioned that on the Croatian inland waterways there are four cargo ports (two on Sava, one on Drava and one on Danube). All those port are considered as a public ports and they are under management of port authorities. As port authorities have been established as public institutions by a Government of Republic of Croatia same rules apply on them regarding the administrative procedures.

6 Best practice examples

6.1 Participation in Association of Inland Port Authorities

Port Authority Vukovar is a member of Association of Inland Port Authorities at the national level. Association of Inland Port Authorities is established on the initiative of all inland port authorities with support of the Ministry of Maritime, Transport and Infrastructure of Republic Croatia. Association is established with the purpose to perform task of harmonization and cooperation between inland ports, as well as with other competent bodies connected with inland ports and waterways on the national level. Tasks related to harmonisations are directed to equal development of all inland ports without creating competition related to public service, as well as harmonization of port dues, other fees and port fees for usage of infrastructure and superstructure.
Furthermore, focus is also on the permanent cooperation between Croatian Railways, ship-owners, port agents, forwarders, as well as with Agency for Waterways that is in charge for maintaining of inland waterways. However, the cooperation with Association of Maritime Port Authorities is being implemented as a reason o collecting and exchanging practices from the maritime ports.
Regarding the activities related to education in the field of inland ports and Association of Inland Port Authorities organizes educations, conferences and seminars at the national level.

6.2 CO-WANDA project (Convention for Waste Management for Inland Navigation on the Danube)

In the frame of the South East Europe Transnational Cooperation Programme, the CO-WANDA project was implemented from September 2012 until September 2014, uniting 12 partners from 9 different countries (Austria, Slovakia, Hungary, Romania, Bulgaria, Croatia, and Serbia, Moldova, and Ukraine).The main objective of the project was the coordinated harmonization

of international rules and practices in the field of ship borne waste management in the Danube riparian countries by establishing a sustainable ship waste management system along the Danube from a conceptual, operational and financial point of view and to resolve the constraints imposed by national borders.

CO-WANDA centrepiece was the elaboration of an International Danube Ship Waste Convention, which provides rules and obligations for Inland Vessels navigating on the Danube River, related business operators, as well as the participating states, who will contribute to the installation of a sufficient dense infrastructure network and enforcement of the system. Being at the end of CO-WANDA project, continued common efforts, international cooperation and commitment of the states are in dispensable requirements for finalising the draft Convention, triggering negotiations and entering into force.

6.3 Communication between all port users

Communication and cooperation between the all port users is of a great importance for port processes to be done in the quickest and most efficient way. Responsibilities are clearly divided and when not meetings are held and the issues are discussed and solved.
Electronic communication and related applications that are continuously improving are also of great importance.