Interreg

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DAPhNE

National report on Port Administration Processes

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 analyze 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

Circumstances of the survey process

Survey has been completed by HFIP Hungarian Federation of Danube Ports, an umbrella organization of port authorities, port operator companies and other relevant entities, traders, stakeholders. HFIP was established in 2012. Since then it has been growing continuously, today it covers 25 organizations. The biggest Hungarian ports and dozens of smaller and middle-size ports and traders are there among the members.

Survey has been completed in autumn 2017. First, it was translated to Hungarian to reach a higher volume of response as potential responders might lack foreign language skills. Then, the – already Hungarian – Google Form was sent via email to members of HFIP and many more relevant organizations related to its network. There were 42 potential responders, but eventually we received 18 finished questionnaires. Some were filled incorrectly, but most of the answers pointed into the same direction.

Key findings in a nutshell

Regardless the annual turnover, capacity, area, relations with other industries, location or main profile and core services of ports, most of them have either no problem with the current administrative processes in Hungary or would not like to share with the public, if any. Hard to tell which is truer due to responders' laconism or the possibility to simply say yes or no to YES/NO questions in the questionnaire.

Users are mostly satisfied with processes in ports both in terms of speed and complexity. In almost every case, responders have very similar opinions. However, there is no agreement among them whether port administrative processes have been improved in the previous years. Half of them told that processes could become clearer due to IT based services, more detailed data collection and better experts, while the other half of them disagreed, saying no change has happened at all, e.g. speed of loading is the same, EKÁER (Electronic Public Road Trade Control System) has made transhipping from/to road a lot more difficult and complicated, all in all, slower.

Among port owners / authorities and administrative bodies, who answered the questions, their permits, certificates for overall operation of the ports are valid for 6-7 years from now on in cases of 6 out of 11 ports.

Future directions for development and harmonization of Danube ports

80% of responders did not or did not want to name their comments, ideas about further developments of administrative processes in Danube ports. The only constructive answer was to introduce a centralized electronic gate system to standardize and make processes quicker especially at border-crossing ports.

Experiences and further recommendations, possible fields of research work

In order to receive higher quality and more detailed answers, in the future, more specific questions shall be given: questions that are specifying the form and how deep and complex answers shall be. It was and has never been easy to make members and network of the Federation committed and active responders of such surveys as long as these are contributing to 'soft' developments of *Danube ports* and not 'hard' or infrastructural development of the *Danube itself.* Improving conditions of *navigability* is one very hot and serious topic all stakeholders of the industry have the same opinion about.

3 General information regarding the research conducted

Period of the research: September – November 2017

Number of filled in questionnaires: 18

Rate of non-responses: 57%

Particular problems encountered during the research process

- Original questionnaire had to be translated first into Hungarian to achieve higher rate of responses due to stakeholders' lack of foreign language skills. Answers had to be translated back to English. It took time and there was a chance some terms were not equal in English and in Hungarian.
- Having influent and unclear conditions of creating the original questionnaire, i.e. partners created newer and newer versions of it, resulted difficulties once an earlier version had been already sent to stakeholders, potential responders. It was not easy to convince them to answer again once they already did.

Limitations of the research

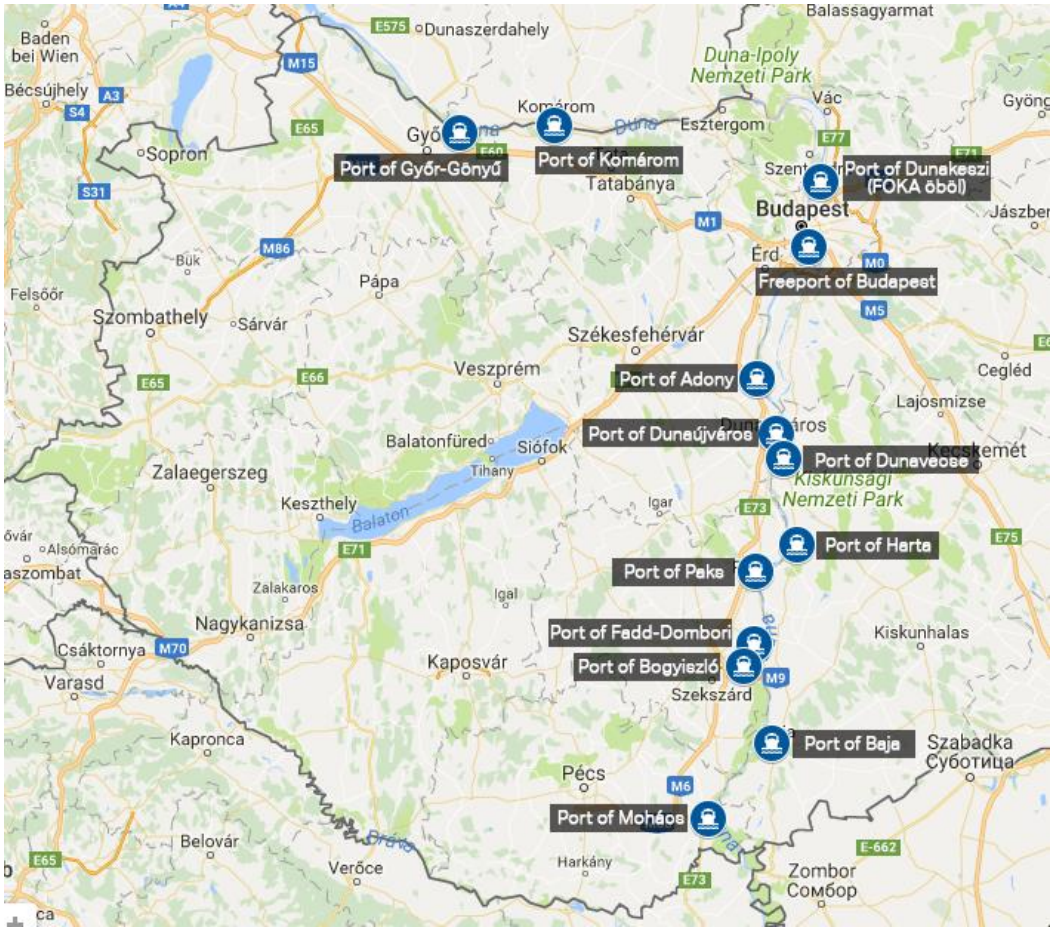
- Questionnaire seemed to expect absolutely competent and engaged responders. However, most of them were not committed, nor active responder, nor experienced in some fields if we were curious about their opinions.

4 General presentation of Danube Ports in Hungary

There were 18 responders, including the representatives of the biggest 3-4 port organizations (Győr-Gönyű, Budapest, Dunaújváros, Baja) that answered the questions, so did a few of some smaller and mid-size ports. However, a higher rate of response would have made statistics

clearer and more well-established, even though, we can state that answers mostly cover the conditions of Hungarian Danube ports as far as their numeric data and opinions are concerned.[1]

1. Figure Hungarian ports along the Danube



Source: Own editing based on hfip.hu

Basic infrastructure (total area, terminals, berths, transport links)

Average of total areas of ports under the survey is 1 483 830 m^2, the largest is in Budapest, belonging to the state-owned MAHART-Freeport Ltd. with 160 hectares, 18 terminals and intermodal links to railways and highways. The smallest port is owned by a private company, Blóker Zrt. covering 2000 m^2, having 1 terminal and connected only to roads.

Average number of terminals is more than 4, but most of the ports have less than that. Most of the ports have railway lines besides road connections. This means, many of the Hungarian Danube ports are intermodal hubs on either local or regional or even national levels.

[1] Even though, when translating the questionnaire, we took care about terms to cover their meanings and what we would like to get to know, in a few cases, responders chose the opposite of what they should have e.g. port operators said they were administrative bodies and vice versa. This made processing and analyzing the answers less consistent.

Capacities for cargo turnover

Average of annual turnover (including all transport modes) is 770 000 tons in ports and sum is 8 470 000 tons overall according to the answers, which is around the usual 8 000 000 tons of national turnover. Moreover, it exceeds the usual sum due to rough estimations provided by the responders.

Ownership structures

Most of the ports (8/11) are private owned. The biggest port in the country regarding its annual turnover is the port of Dunaújváros also known as ISD DUNAFERR Ltd. It belongs to a private company while the second biggest port in Hungary, Freeport of Budapest has a more complex ownership structure. MAHART-Szabadkikötő Zrt. as the owner represents the Hungarian State in the port, while Budapest DOCK – Budapesti Szabadkikötő Logisztikai Zrt. (FBL – Freeport of Budapest Logistics, hereinafter: FBL) is responsible for a profitable management of the port.

Duration of concessions

There are 2 ports in concession among responders. One of the responders (from Baja) is binding until 2027, while the other one, Freeport of Budapest is managed by FBL according to its contract with the port owner MAHART-Szabadkikötő Zrt for the upcoming 70 years.

5 Research results

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

Number of filled in questionnaires: 11

- 3 from Budapest
- 1 from Bogyiszló
- 1 from Fadd-Dombori
- 1 from Paks
- 1 from Dunavecse
- 2 from Dunaújváros
- 2 from Baja

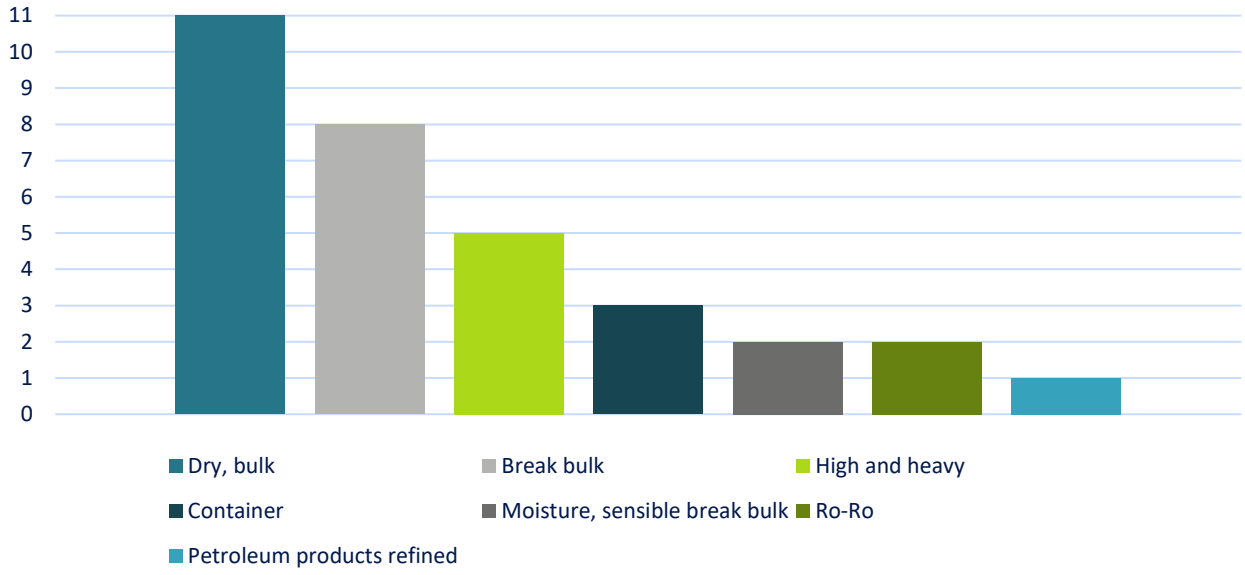
Rate of non-responses: 44%

5.1.1 The cargo types handled

All the ports included in the survey carry, load, store or even handle dry bulk cargo. The infrastructure is settled everywhere for this service. This is the easiest type of product to deal with, although, difference and specifications still exist when comparing ports' facilities.
Break bulk cargo is carried in 73% of ports included in the survey. Less than half of ports responded handle heavy cargo, and not even 20% of them carry sensitive products. Very few ports, 2 out of 11 offer Ro-Ro services and only one carries petroleum products refined.

Liquid bulk cargo, crude oil, dangerous goods are not typical products handled in Hungarian Danube ports. There were no ports under the survey carrying out these types of cargo.

2. Figure Cargo types handled in ports under the survey



Source: Port administration survey

5.1.2 Storage and warehousing facilities

8 out of 11 ports have open and 9 out of 11 have covered storage facilities. Deviation on the other hand is quite huge in terms of size: from 1000 square meters to 160 000 m² in case of open air and 1200 to 100 000 in case of covered warehousing. Dangerous goods can be stored in two ports among those who responded, and they have 1600 and 5000 m² for that. Long term warehousing causes difficulties and/or it was not clear for most port representatives to define what the questionnaire meant by that. It ranges from 1600 to 116 500 m².

*1. Table Storage and warehousing facilities in ports in the survey (m²) **

Storage sizes	Total	Average	Minimum	Maximum
Open air	311 000	38 875	1 000	160 000
Covered	169 283	21 160	1 200	100 000
Dangerous	6 600	3 300	1 600	5 000

Long term	141 500	35 375	1 600	116 500
Silos*	54 000	7 714	600	33 500

Source: Port administration survey
*NB: Data on silo capacities in tons are collected from hfip.hu and websites of ports

Even though, questionnaire asked to define storage capacities in square meter, couple of responders answered also or only in cubic meters or tons since their silos or facilities could be easier and more relevant to be defined in that way. Hence, to have a big picture we can notice that the smallest and biggest silo capacities in Hungarian ports are operated by Blóker Zrt. in Bogyiszló, and ÁTI DEPO Zrt. in Baja.

5.1.3 Handling facilities and devices available

Most of the equipment listed under the question related to handling and loading services belong to port operators in Hungary.

2. Table Handling facilities and devices available in ports in the survey

[A] Handling facilities and devices	[B] Owner of equipment listed in column [A] in most cases	[C] % of cases when owner of equipment is whoever is marked in column [B]
Conveyor belt	Port operator	90%
Pneumatic equipment	Port operator	90%
Ro-Ro ramp	Port owner / port authority	100%
Gantry crane	Port operator	100%
Mobile crane	Port operator	100%
Luffing / slewing crane	Port operator	100%
Floating crane	Port operator	100%
Tugboat	Port owner or ship owner	50-50%

Source: Port administration survey

5.1.4 Quality certification

In 60% of cases, quality certification is obligated, at 40% of ports it is not mandatory to have a quality certification. Most common certificates ports awarded are ISO (70% of ports) and HACCP (40% of ports). There are GMP holders (27%), one ISCC awarded port, and one among the responders saying they have none. There are 3 out of 11 port administrative bodies having more than 1 type of quality certificate. One responder has HACCP, GMP+, ISCC, ISO 14001, ISO 9001 and ISO 22000 too.

5.1.5 Port administrative processes conducted

Most of the port administrative bodies are responsible for providing basic infrastructural and administrative background to their port operators. 91% of port owners/authorities manage *construction, maintaining and repairing of port infrastructure*. Second most common activity is *renting land, port platforms, office spaces, warehouses and equipment*. There are two port authorities managing 5-5 activities among ports under the survey.
36% of ports are responsible for the *preparation and implementation of security plans*. 27% of port authorities coordinate *river-rail-road traffic management*.
18% of port authorities operate *information systems for ship movement monitoring*, other 2 ports maintain *security control* and one issues *specific authorizations, licenses, certificates related to port activities*.

3. Table Port administrative processes conducted

Process	% of cases if performed by responders
Construction, maintaining & repairing of port infrastructure	91%
Renting (land, port platforms, office spaces, warehouses, equipment)	64%
Preparation and implementation of security plans	36%
Ship cargo control	18%
Monitoring ship movements and information systems	18%
Traffic management (river, road, rail)	27%
Issuing specific authorizations, licenses, certificates related to port activities	9%
Other: security control	18%

Source: Port administration survey

5.1.6 The services provided by the responding organizations in accordance with the existing facilities

There were no port authorities among the responders dealing with administrative and controlling services exclusively. Fresh water is supplied by 81%, onshore power is supplied by 72% of port authorities/owners. Bilge water disposal is provided by 27%, fuel stations for vessels are available at 18% of the ports. Waste disposal is possible at 2 ports while recycling is not possible anywhere among the responders.

5.1.7 Participation in any consortium/association at national or international level

18% of responders are not members of any consortium or association. On the other hand, for those who are, the most important umbrella institutions named in the survey are HFIP and MLSZKSZ (27-27%). Latter one is the Hungarian Federation of Logistic Service Centers including cargo transporter companies on air, rail, road and water and depos. 1 responder

mentioned the Hungarian Association of Logistics Service Providers (MLE). Besides such institutions, industrial parks within/next to the port area are also important for the port management. The questionnaire was completed also by a subsidiary of an international company. Exchange of information on legal frame of port processes helps for most members of any association. Responders agreed that exchange of information is a great advantage of being in a consortium and it clearly has value added.

5.1.8 The complexity of the administrative port processes

Administrative processes completed more often – every day in most cases – are clarified clear and easy, while procedures managed rarely are declared as more complex services according to the port owners/authorities. For instance, *Preparing and implementing security plans* was rated for 2 on a 5-scale, *Construction, maintenance and repairing port infrastructure* received 3, meanwhile *Controlling cargo ships,* was rated for 4 and *Renting* for 5. *Monitoring ship movements and information systems*, *Issuing specific authorizations, licenses, certificates* and *Traffic management services* were not mentioned by responders.

5.1.9 Port processes harmonization initiatives

70% of port owners/authorities are familiar with such initiatives harmonizing port processes. Most commonly, INTERREG DTP projects were mentioned e.g. DAPhNE (36%) and DANTE (18%). Responders also know DAHAR, Energy Barge, DBS Gateway, and TalkNET, Wanda, INWAPO. In general, Danube Region Strategy was named as well as these exact projects above. Additionally, commonly accepted IT systems standardizing administrative processes were mentioned here too, responder gave an example: RIS (River Information Services).

5.1.10 The permit/certificate validity for overall operation of the port

Certificates validate the overall operation of ports for 10 years in most cases. Half of the ports have permits until 2021-2024. One responder claims validity varies berth by berth and has not mentioned the longest permit. 36% of responders did not specify the certain date, not even the year till their certificates' validity, simply said permits are valid for 10 years.

5.1.11 Port audits (frequency)

Port audits for proper operation are held at least annually. 45% said, once a year their ports are controlled for proper operation, and more than once a year in 55% of the cases. One responder noted, that market players are the truest judges, charterers will not have demand for the certain port services, once its quality level decreased.

5.1.12 Port services provided by the private sector

First of all, it is important to notice, that very few of the ports disagree with the statement port services provided by the private sector has automatically improved the effectiveness and quality level. Two third of responders listed the advantages of privatized services:

- port services are available non-stop this way, that they are provided by private bodies
- experts and professionals are well-educated and have the most suitable knowledge

- infrastructural developments could be finally completed thanks to the private sector
- connection and communication between members of HFIP is better than before
- flow of information has become faster
- private sector has a more flexible attitude to complete tasks
- efficiency has increased due to daily contact
- cost-efficiency
- electric / IT services
- faster loading
- more flexible problem solving, issue handling
- private companies are interested in fast service provision

5.1.13 The improvements of port administrative processes during the past 5 years

Almost 50% of responders clearly say there have been no improvements of port administrative processes implemented in the previous years. According to the other half of responders,

- expanding private sector,
- EU harmonization,
- more detailed data collections,
- developing monitoring system,
- info-communication background

have all contributed to establish a more upgraded port administration. The picture is not black and white. On one hand improvements are mainly related to ship documentation due to more modern technical equipment and the expertise of port service providers. On the other hand, there are elements in the administration requiring excessive resources or excessive work for instance the registration of port road vehicles and the introduction of Electronic Public Road Trade Control System (EKÁER).

5.1.14 Vessel audit by the corresponding administration

In many cases (33%), vessel audit is not relevant, responders said, since they do not manage vessel audits. 50% of responders make vessels audited by corresponding administration in every month, 16.7% once in 3 months.

5.1.15 Documents required when a vessel visits a port in the country

Nota bene: there are no specific documents for ports necessary only in Hungary. What is required here, it is the same in the European Union. However, the three most important ones among these papers are the *River way bill* and the *Cargo Manifest and NOR (Note of Readiness)*. Others could be skipped in certain ports if not relevant. The average number of required documents when a vessel visits a port in Hungary is 6. The most commons according to the responders are:

- River way bill
- Cargo manifest
- Customs documents
- Tonnage certificate
- Navigation certificate
- Report for the port

5.1.16 Electronic exchange of information with the port users relevant to operation of the port

More than 80% of responders communicates via e-mail with other organizations within the port. Less than 20% makes phone calls for information transfer.

5.1.17 Electronic statistical and/or other data from port users

More than 80% of responders receive statistical and other data electronically from port users.

5.1.18 Meetings with relevant institutions to the port activity and with port users

Most of responders keep meetings with relevant institutions related to the port activities and services and with port operators on a daily basis.

5.1.19 Time consuming administrative procedures

Custom clearance proved to be the most time consuming administrative procedure according to responders.

5.1.20 Administrative procedures considered for elimination

However, custom clearance *is* an administrative procedure considered to be eliminated in its present form, digitalization would make processes easier and fluent too.
Besides, in case of introducing the Note of Readiness (NOR) it would be resulting additional procedures in ports, but on the other hand, it would make time administration easier, more fluent between owners, charterers and ports. There are shipping companies for whom presenting NOR is mandatory, but not all shipping companies deal with it.

5.1.21 Suggestions/Proposals/Comments regarding the administrative port processes and future directions for development and harmonization along the Danube ports

Electronic custom clearance is practiced at certain ports, but it is not common. As many documents should be facilitated and supported by IT services on digitalized platforms as possible. This process has begun, but current paper-based administration also could be shifted onto an IT basis.

5.1.22 Conclusions

First and for most, as it turned out, such surveys are very useful, since there are no clear, consistent databases, studies containing and summarizing infrastructural conditions and technological backgrounds of Hungarian Danube ports. If there are, they are not available for the public, which would otherwise help market players, trading companies to choose the most suitable ports for their demand.

Secondly, we cannot present such patterns showing that well-equipped, large ports have similar opinions, while smaller ports have other points of view. Also, another analytical comment after processing results of the survey is that inconsistent or opposite answers could be given for different questions with similar subjects e.g. none of the ports said they were handling dangerous goods, but some stored them.

Internal conditions of port processes

Internal factors cover the main profiles, main activities, basic infrastructure of ports. As such, here we summarize the most typical types of products handled, basic infrastructure available and related administration services provided. Dry bulk cargo is the most common type of products handled in Hungarian Danube ports. There is a huge deviation among ports' storage capacities. The largest warehousing capacity in Adony exceeds the overall storage capacities of other ports.

Regarding handling facilities, we can declare, these are mostly provided by port operators; authorities, management, owner organizations are rather responsible for providing the administrative background. The two most common port administration services are related to *construction, maintenance and reconstruction of basic port infrastructure* and *renting land, port platforms, office spaces, warehouses and equipment*. Besides managing administration procedures, services related to basic infrastructure such as supplement of fresh water and power are also provided by port management companies. However, they do not deal with waste on a high level contributing to the establishment of circular economies in the ports. **Responders manage basic disposal, but none of them recycle waste, that later in the frame of project DAPhNE may cause difficult challenges during the adaptation of jointly accepted models of industrial ecology.**

External conditions of port processes

Extern factors per se describe ports in terms of their networks, initiatives they contribute to with their member- or partnership, and certificates provide clear evaluations on them too. Among initiatives harmonizing port processes along the Danube, responders are familiar with many, especially RIS (River Information Services) as a *hard* element of procedure harmonization and *soft* ones e.g. projects in the frame of Danube Transnational Program.

Ports are embedded into the national supply chains as well by being members of HFIP and/or MLSZKSZ – Hungarian Federation of Logistic Service Centers just to name the two biggest and most popular associations ports under the survey mentioned. Although, almost 20% of responders are not members of any umbrella organization.

More than one third of responders do not have any certificates, but many ports hold more than one. ISO and HCCP are the two most common types.

Most of permits validating port operation are until the first half of 2020s. Port audits are held in every year in 45% of cases or even more often (55%) by corresponding authorities. However, as long as demand exist for certain ports' services, market players will be partners of those ports. Vessel audits are not relevant for 33% of responders, 50% manages it monthly, and 16% once in 3 months.

Communication and development of service provision

Ports under the survey meet their partners on a daily basis, and communicate electronically with institutes and authorities to make information flow more fluent and easier. However, port administration processes include only 1-2 very common documents to be presented by vessels visiting a port – responders listed 6 papers in total – still one of the biggest challenge is to continue the digitalization of administration i.e. reducing paper work by developing ICT services. Port administration in general has improved a lot in recent years according to responders, though there is no agreement among them on that, some say nothing has changed and not even expansion of private sector has helped. Even though, due to the private sector's flexibility, efficiency and faster loading services, EU harmonization, IT-based and more sophisticated data collection procedures have improved a lot. This course shall continue. E-custom clearance is recommended to be introduced and widely adapted by port administration organizations for easier and quicker service provision. The most time-consuming procedure is custom clearance, and NOR (not for every port, but those who deal with it). Through the digitalization of such services and processes, a higher level of standardization and harmonization could be achieved.

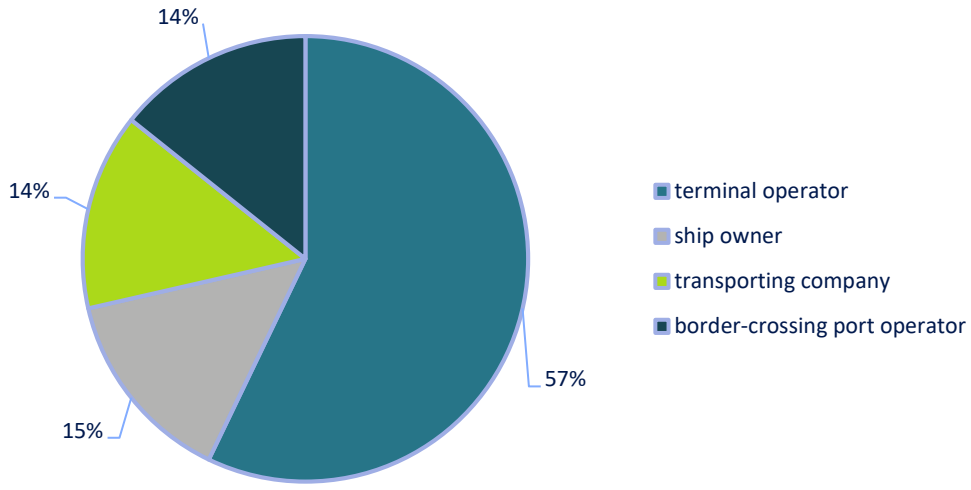
5.2 Research conducted on port users – data obtained from the ports under survey

Number of filled in questionnaires: 7
Rate of non-responses: 41%

5.2.1 Port user categories

57% of responders are regular terminal operators. Besides, a ship owner, a charterer and a border-crossing port operator completed this section of the survey. Latter one has no infrastructural, technological facilities, only provides administration services, therefore it did not answer to a lot of questions but had some thoughts when was relevant.

3. Figure Port user categories under the survey



Source: Port administration survey

5.2.2 Loading and unloading

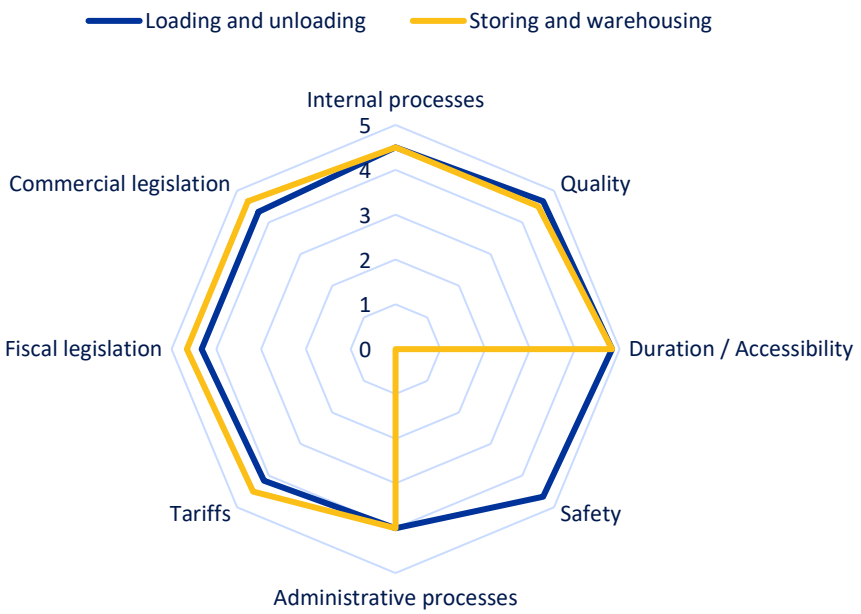
Loading and unloading (including heavy cargo) was examined in many dimensions. Speed of this service is excellent (rated 4.8/5), safety, and quality are also rated to 4.6 in ports under the survey. Fiscal and commercial legislations were rated 4.3 out of 5 by port users, which are still representing non-complicated systems. Tariffs and administrative procedures were rated the lowest among the different criteria, but still good enough (rated 4.1/5 and 4.0/5).

5.2.3 Storage and warehousing

Storage and warehousing was examined according to many criteria too. Accessibility of storage facilities is excellent (rated 4.8/5) in ports under the survey. Fiscal and commercial legislations related to this feature are almost perfect (rated 4.6/5). Tariffs, Internal processes and Quality were rated as the second least preferred dimension of storage and warehousing,

but these criteria still received an average of 4.5 out of maximum 5. Administrative processes were rated the lowest to 4/5, which is still acceptable.
Specific issues are overcomplicated tariffs, high prices regarding railways and ports which might limit traffic on IWW.

4. Figure Assessment of **Loading and unloading** *and* **Storage and warehousing** *in ports under the survey*



Source: Port administration survey

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

Average rate *notice process* received under this survey is 4.8 regarding both duration and complexity on a 5-scale, where 1 is very slow and complex, unclear and 5 stands for quick and easy service provision. It means, port users found this feature fast enough and clear. No specific issues were mentioned.
Both *duration* and *complexity* of the process were rated 1×4 and 5×5 (and irrelevant for one responder).

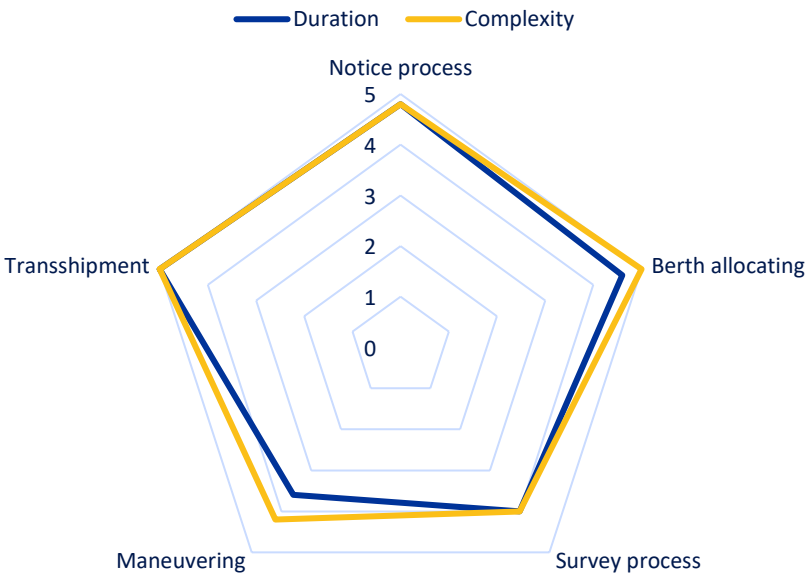
5.2.5 Berth Allocating & Port Acceptance Process

Average rate *berth allocating & port acceptance process* received under this survey is 4.6 regarding the *duration* and 5 regarding the *complexity* in Hungarian Danube ports on a 5-scale, where 1 is very slow and complex, unclear and 5 stands for quick and easy service providing. It means, that port users find this feature fast enough and absolutely clear and manageable. No specific issues were mentioned.
Duration was rated 1×4, 5×5, (and irrelevant for one responder).
Complexity of the process was rated 6×5 (and irrelevant for one responder).

5.2.6 Survey Process

Port users found controlling – also known as *survey process* – fast and clear enough. Average rate this feature received in the framework of the questionnaire is 4 both in terms of duration and complexity. No specific issues were mentioned.
Both *duration* and *complexity* of the process were rated 1×1, 1×4, 3×5 (and irrelevant for two responders).

*5. Figure Port processes in terms of **duration** and **complexity** in ports under the survey*



Source: Port administration survey

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

Ro-Ro services are not applicable at most of the ports. This feature is available only at the Freeport of Budapest and Port of Baja, but both responding port operators from Budapest and from Baja, stated this service is irrelevant for them.

5.2.8 Port maneuvering process

Port users declare *port maneuvering* as a more complex process than those above, because it is highly affected by infrastructural conditions. The *duration* of *maneuvering processes* differs from 2 to 5. The average rate this feature received is 3.6 regarding duration and 4.2 regarding its complexity. This means, maneuvering is the hardest process to manage in Hungarian Danube ports.
Main difficulties considering port maneuvering process are the followings:

- the lack of space, width of navigable routes is not allowing vessels to turn;
- the lack of permanent tugs or pusher crafts for carrying barges.

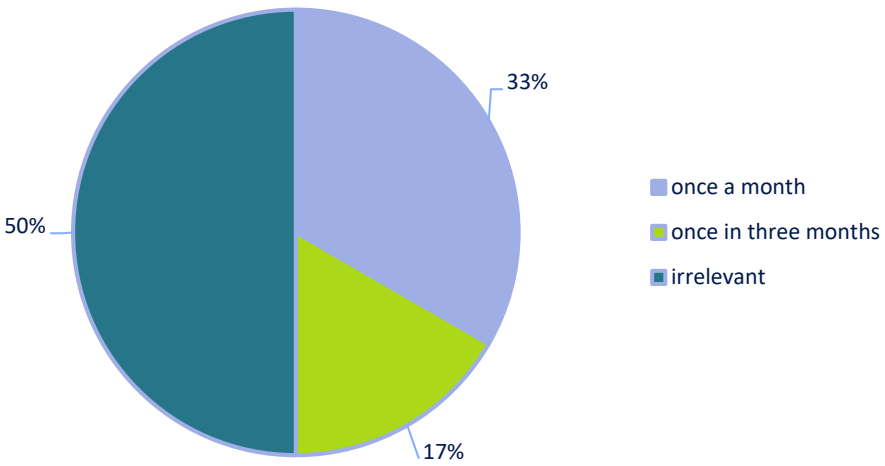
5.2.9 Ship to ship Transshipment – if applicable

Ship to ship transshipment is not applicable at most of the ports. Where this feature *is* available, it is excellent, as it was rated to 5 (on a 5-scale, where 5 stands for the best) by both responders having it. No specific issues were mentioned.

5.2.10 Audit

At 33% of responders corresponding authorities audit vessels once a month. One port user said audition is completed once a quarter of a year. In 50% of the cases, auditing vessels is not relevant.

6. Figure Frequency of vessel audits by corresponding administration



Source: Port administration survey

5.2.11 Documents

The two most important among these papers are the *River way bill* and the *Cargo Manifest*. The average number of required documents when a vessel visits a port in Hungary is 6. The most commons responders mentioned were:

- River way bill
- Cargo manifest
- Customs documents
- Tonnage certificate
- Navigation certificate
- Report for the port

Besides, there are other documents that are not obligated to present in certain ports if not relevant:

- Load compartment inspection (LCI)
- NOR – Notice of Readiness
- Time sheet for laytime
- Statement of facts
- Mate's receipt
- Cargo Plan
- Draft survey report
- Loading/Discharging sheet
- Sealing report
- Master's report
- T2L
- Commercial (Custom) invoice
- Phytosanitary or Veterinary certificate
- Weight certificate
- Quality and condition certificates
- Analysis Certificates
- Invoice of port

5.2.12 Complexity of procedures (countries with the most complex procedures)

Every responder had different points of view about the complexity of procedures. One of the six responders noted, since they are dealing with cargo trade in the European Union, there are no differences among the member states or country-specific difficulties they face. A port user trading out of the EU as well, could declare that in Serbia they need to be mooring a lot when crossing the border. Some has no experience out of Hungary, one stated, Hungary has the most complex procedures, and one rejected answering.

5.2.13 Electronic exchange of information

83,3% of responders exchange information electronically with the relevant institutions in the ports.

5.2.14 Statistical and other data

100% of responders *do* send statistical and other data to the corresponding administration.

5.2.15 Paper copies of the electronic data

50-50% is the proportion of port operators creating paper copies of electronic data appearing, and of those responders who do not.

5.2.16 Meetings with relevant institutions

66.7% of responders hold meetings with relevant institutions in the port in order to make flow of information easier, fluent and quicker. They do so since they need information on a daily basis, or to make border-crossing procedures faster.

5.2.17 Information considered useless

83.3% of responders stated, there are certain useless information required at border-crossing ports. Responders did not go into details, examples were not mentioned.

5.2.18 Time consuming administrative procedures

Border-crossing processes, customs processes are the most time consuming administrative procedures, responders declared. Although, half of responders stated there are no time-consuming procedures in Hungarian Danube ports.

5.2.19 Administrative procedures that should be eliminated

Two thirds of responders said there are no such administrative procedures that ought to be eliminated in the ports. One responder did not name these procedures and another one briefly mentioned the border-crossing procedures in general as those that are considered to be eliminated.

5.2.20 Suggestions /proposals/ comments

Most responders among port operators have neither proposal, nor suggestion or comment concerning administrative processes in ports or would not like to answer. There is only one constructive idea on how to contribute to smarter, faster, better harmonized administrative processes. A centralized IT gate system could make border crossing processes quicker and more standardized. However, responder did not want to go into details.

5.2.21 Future directions for development and harmonization along the Danube ports

More than 50% of responders are familiar with such initiations harmonizing Danube ports. In terms of future directions for development, ports suggested standardized, centralized electronic gate system for faster processes especially border-crossing processes.

5.2.22 Conclusions

Questionnaire on port administration for port operators was expected to be completed by trading companies (charterers), ship owners, companies actually operating in ports as well as other stakeholders that are not on the side of administration entities, authorities and port management organizations covering and serving entire port ecosystems. Editors of questionnaire intended to map administrative difficulties, issues on similar topics but from different perspectives. However, answers to different questions are not only similar too, but pointing into a direction for development and harmonization along the Danube. Still, unfortunately, not much exact idea, clear requirement has been defined under the survey.

Considering logistic services in ports, responders are more satisfied than less. There are no underrated features and facilities at Hungarian Danube ports. Every port service is or close to perfect. Almost every feature is rated above 4.5 on scales where 5 is the best, but many services are missing in most ports (Ro-Ro, ship-to-ship transshipment etc.)

As long as different dimensions of logistic services are not weighted, it is easy to rank them according to POPEI (**Port Performance Indicator System for the inland waterway ports)** efficiency or performance (it depends on what certain rates stand for) in this order:

(1) ship to ship – where applicable
(2) notice process
(3) berth allocation
(4) storage and warehousing
(5) loading and unloading
(6) survey process
(7) maneuvering

Elimination of complexity of administration processes depends on companies whether they trade with EU or third countries. Answers vary a lot from irrelevant through domestic trading via trading with EU member states, to declaring Hungary and to declaring Serbia has the most complicated administration processes, especially regarding customs clearance when crossing borders.

The most divisive topic was the need of border-crossing procedures. Administration related to custom clearance and border-crossing are the most time-consuming, useless and considered to be eliminated processes according to responders. Although, the main challenge is to set up a unified, centralized and standardized administration system organically complemented and supported by IT/ICT background.

As regards future directions, half of responders know such initiatives harmonizing processes in Danube ports. Concerning suggestions responders mentioned under the survey, most of stakeholders had no comments at all, the rest emphasized again a jointly accepted and used IT gate system to make border crossing procedures more fluent and standardized.

6 Best practice examples

Here we present three examples for initiatives harmonizing port processes along the Danube in Hungary.

Electronic reporting software

In the framework of River Information Services (RIS) tending to harmonize processes concerning Danube navigation and port activities across the European Union, electronic reporting software contributes to standardize administration procedures.
This is a browser-based application on computer, simplifying the process when completing a report on the vessel, fairway and cargo. The application helps to modify and delete data on the fairway and cargo and to import and export data. Due to commodity codes, cargo can be

clearly identified in a foreign language. This is an important innovation especially regarding dangerous goods, with the use of electronic reporting to avoid mistakes.
In addition, electronic cargo information makes it easier to organize loading and unloading goods as well as the administration, as customs declarations no longer need to be sent by fax or mail.
River Information Services supported by electronic navigation data provision:

- **cargo handling**
- **border police and customs services**
- strategic traffic information
- lock and bridge management
- accident prevention.

Additionally, a system called PannonRIS is indispensable for ports to standardize information management. PannonRIS system is based on the microwave backbone, AIS relay stations on shore, infrastructure of radio navigation channels 10, 16, and 22, related accessories (antenna systems, cables, etc.) and the 150 onboard Inland AIS transponders. It is important to emphasize that fundamental components of the system and state-of-the-art constituents currently in use are operating thanks to the past 20 years of strategic cooperation of ministries responsible for water transport, the shipping authority and RSOE (EDIS – Emergency and Disaster Information Service) in accordance with current and applicable legislation.

Legal harmonization for port processes

By accepting **General Conditions of Contract 2015 (KÁSZ)**

, legal harmonization could be implemented, port management organizations and operators, port users, trading companies can work by the same rules in all Hungarian ports. These conditions are legally controlled and jointly created by members of HFIP two years ago.

Educating port managers

An indirect, but strategic tool for harmonizing port administration processes has begun in recent years. This tool is education. Port management studies are available at University of Dunaújváros. The major and background of the programme were created by experts, members of the Hungarian Federation of Danube Ports in 2016-2017. The one-year programme provides theoretical and practical competencies in the fields of port economics, human resources, finance, marketing, commerce, as well as engineering, cargo security, occupational security and health, and language of profession. Hungarian ports could delegate one or more students (colleagues) to the programme. Thanks to the university programme, graduates educated in the same, standardized system, acquiring new skills will contribute to harmonize processes in the ports along the Danube by adapting the same/similar port management routines and administration processes. Human harmonization being implemented in the frame of education via personal relations facilitate the initiative to develop standard regimes in Hungarian ports.