

# MASS FLOW METER DISPUTE MANAGEMENT

LEGEND



Cargo Officer  
of Bunker Tanker



Chief Engineer of  
Receiving Vessel



Bunker Surveyor



## QUANTITY DISPUTES



### Cargo Officer (CO) shall do the following

1. Invite CE and BS to **re-witness** meter totaliser readings.
2. Provide assistance for CE & BS to check documentation, seals and piping system.
3. Raise a Note of Protest if dispute remains unresolved.

### Chief Engineer (CE) shall do the following

1. **Re-witness** meter totaliser readings.
2. **Re-check and verify** all seals in seal verification report are **intact**.
3. Confirm that no modification from piping diagram was made.
4. Obtain and examine relevant pages of bunker tanker meter totaliser log.
5. Obtain and examine certificates and documents listed in clause 10.7.4 of SS648.
6. Raise a Note of Protest if dispute remains unresolved.



### Bunker Surveyor (BS) shall do the following

1. **Assist CE** in the dispute management procedure as listed above.
2. Witness all procedures.
3. Record all relevant details, findings and observations in a statement of fact.

**MPA HOTLINE FOR QUANTITY DISPUTES  
DURING BUNKERING OPERATIONS**

**1800 - BUNKERS (1800-2865377)**

## QUALITY DISPUTES

- Lodge a complaint in writing to bunker supplier within 30 days after bunker delivery.
- Lodge a copy of the complaint and BDN with the "Executive Director, Singapore Shipping Association" AND "Bunker Services Department, Maritime and Port Authority of Singapore".



**QUANTITY DISPUTE:  
REPORT TO RELEVANT PARTY  
WITHIN 14 DAYS**



**QUALITY DISPUTE:  
REPORT TO RELEVANT PARTY  
WITHIN 30 DAYS**