MASS FLOW METER DISPUTE MANAGEMENT

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 10.7.6 of TR48.
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.

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”.

MPA HOTLINE FOR QUANTITY DISPUTES DURING BUNKERING OPERATIONS 1800 - BUNKERS (1800-2865377)

QUANTITY DISPUTE: REPORT TO RELEVANT PARTY WITHIN 14 DAYS

QUALITY DISPUTE: REPORT TO RELEVANT PARTY WITHIN 30 DAYS