



চট্টগ্রাম কাস্টমস্ এজেন্টস্ এসোসিয়েশন

CHATTOGRAM CUSTOMS AGENTS ASSOCIATION

সি এন্ড এফ টাওয়ার (১৪তম তলা), ১৭১২, শেখ মুজিব রোড, আশ্রাবাদ বা/এ, ডবলমুরিং, চট্টগ্রাম-৮১০০

প্রচার পত্র নং-৫০/২০২৫

তারিখ: ১০/০৮/২০২৫ খ্রি.

সম্মানিত সদস্যবৃন্দের প্রতি,

চট্টগ্রাম কাস্টমস্ এজেন্টস্ এসোসিয়েশন ও চট্টগ্রাম সিএন্ডএফ এজেন্টস্ কর্মচারী ইউনিয়ন এর সাথে রেড সী গेटওয়ে টার্মিনাল (RSGT) এর ১৩/০৮/২০২৫ খ্রি. তারিখ বোর্ট ক্লাব/আরএসজিটি চিটাগাং বোর্ট রুম, চট্টগ্রাম -এ অনুষ্ঠিত সভার কার্যবিবরণী সম্মানিত সদস্যবৃন্দের অবগতি ও প্রয়োজনীয় কার্যার্থে আদেশক্রমে প্রচার করা হলো।

মোঃ মিজানুর রহমান
সচিব

Meeting Minutes:

Between: RSGT and C&F Owners Association & C&F Employees Association

Chair From RSGT Chittagong: Mr. Syed Aref Sarwar, Head of Commercial and Public Affairs,

C&F Owner Associations:

Md. Shawkat Ali, General secretary,

Mr. Rokon Uddin Mahmood, Port Related Secretary

Mr. Lokman Hossain Khondokar, Port Related 1st Secretary, Mr. Tajul Islam, Port Related 2nd Secretary.,

Mr. S.M Foridul Alam, Technology, training and Law related secretary.

Chittagong Clearing & Forwarding Agents Employees Union (CBA) Reg. # Chatta-234:

Kazi Md. Khairul Bashar Milton. The President

Md. Mosharraf Hossain Bhuiyan, General secretary

Participants RSGT:

Mr. Syed Aref Sarwar, Head of Commercial and Public Affairs,

Mr. Andy Lane, Chief Operating Officer,

Mr. Syed Tarique, Head of Customer Relations,

Mr. Daudur Khan, Sr. Manager, Health Safety environment,

Mr. Ali Madani, Visiting Commercial Manager,

Ms. Alifa E Junnurine, Marketing and Corporate Communication Manager.

Date: 13.08.25

Venue: Boat Club/RSGT Chittagong Board Room.

Subject: Collaboration Points with C&F Associations.

Discussion Points

1. Expediting LCL Shipments

- The existing backlog of LCL shipments will be cleared on a priority basis to ensure faster cargo movement.

2. Support for FCL Cover Van Operations

- Measures will be taken to facilitate and support FCL cover van operations, ensuring timely container trips and deliveries.

3. Expansion of Banking Facilities

- Additional banking partners will be introduced to provide more payment options beyond the current single-bank arrangement.

4. Continued Safety PPE Support

- C&F employees who already possess PPE will continue using them, while RSGT will provide safety PPE to those without, with particular emphasis on ensuring the availability and proper use of helmets.

5. After-Hours Gate Access

- C&F agents exiting the port after 10:30 PM will be permitted to pass through the truck gate, provided all standard exit procedures are adhered to.

6. Resolution of Yard Space Constraints

- Yard space limitations will be addressed through operational adjustments with the support of SCY operations.

7. New Equipment Deployment

- Updates were shared regarding the addition of new equipment to the fleet, including Ship-to-Shore (STS) cranes and Rubber-Tyred Gantry (RTG) cranes, which will enhance operational capacity.

8. Enhanced Gate Communication

- Communication between Safety and Security personnel at the gate will be strengthened to ensure smoother coordination during entry and exit.

9. Hotline Services & 24/7 Support

Dedicated hotline services will be further enhanced, with designated personnel ensuring more responsive and effective round-the-clock (24/7) assistance to stakeholders.

Conclusion

The meeting concluded on a constructive and forward-looking note, with all participants acknowledging the progress made through open dialogue and mutually agreed action points. While several operational challenges remain—such as optimizing container handling, improving gate operations, strengthening security communication, addressing long-pending LCL containers, and enhancing the efficiency and responsiveness of assigned personnel, there was a shared commitment to tackle these issues collaboratively. Both parties expressed confidence that the planned measures, combined with continued cooperation and proactive engagement, will drive measurable improvements in efficiency, safety, and service quality, as RSGT advances toward implementing world-class operational practices.