

NABSO3-25

James Stride, Chief Harbour Master

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Changes to the Port Control Centre (PCC) Duty Port Controller Contact Details

NABSO

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This Notice supersedes and replaces NABSO2-25, which is hereby cancelled.

On 12 Feb 25, the PLA's Port Control Centre (PCC) adopted new ways of working as part of the multi-year Marine Centre Transformation Programme. This means, the PLA has separated the Duty Port Controller (DPC) role into two discrete functions – Watch Manager for supervision of the VTS function and a Head of Port Coordination (HPC) for oversight of the pilotage planning function.

This NABSO / NTM is to explain the change of communications for those who previously liaised with the DPC role.

Of note, this does not change the PLA's normal communication channels with the VTS / Pilotage functions which remain as follows:

Port Control Centre, Gravesend

- Call Sign London VTS
- Location Gravesend
- Telephone +44(0)1474 560311 (3 lines)
- Frequency VHF Ch 68, 69, 18, 20

Thames Barrier Navigation Centre, Woolwich

- Call Sign London VTS
- Location Woolwich
- Telephone +44 (0)203 2607711
- Frequency VHF Ch 14, 22, 09

General Operational Enquiries

- E-mail: shipcon@pla.co.uk

Pilotage Administration Office Port of London Authority

Telephone calls, VHF radio traffic, CCTV and radar traffic images may be recorded in the VTS Centre



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- Location London River House, Royal Pier Road, Gravesend, Kent DA12 2BG
- Telephone +44(0)1474 562362
- E-mail pilotage@pla.co.uk

The DPC role was responsible for both the supervision of PCC's VTS operation as well as the supervision of the pilotage function. Under the new working arrangements, the leadership of the PCC VTS operation has become the responsibility of a Watch Manager. The pilotage function, which includes vessel planning, has become the responsibility of the Head of Port Coordination (HPC). This role is undertaken by Class One Pilots, who review the detail of orders from Agents and Terminal Planners to ensure safe and efficient voyage planning and the effective utilisation of the PLA's pilots.

New Contact Details for the Watch Manager / Head of Port Coordination (HPC) are as follows:

Watch Manager - for live VTS issues

- Telephone: +44(0)1474 562215
- Email: Watch.Manager@pla.co.uk

Head of Port Coordination - for previous DPC discussions on orders etc.

- Telephone +44 (0)1474 562213
- Email: HPC@pla.co.uk

Telephone calls, VHF radio traffic, CCTV and radar traffic images may be recorded in the VTS Centre

