



BINTULU PORT AUTHORITY

PORT NOTICE

BINTULU PORT NOTICE

No. 21/2025

Date: 25 June 2025

To: Shipping Community

Applicable to: This notice is brought to the attention of and not limited to the ship manager/owner, agent, master and officer, crew of ships, terminal operator, and port operator.

NOTICE ON THE CLARIFICATION AND SERVICE MEASURES FOLLOWING RTG NO.15 INCIDENT ON 10 JUNE 2025

The Bintulu Port Authority (BPA) refers to the recent circulation of an image online showing a container suspended from RTG No.15 at Block Export Malaysia on 10 June 2025.

We wish to clarify the following:

- The incident was caused by a mechanical failure of RTG No.15 during container unloading operations.
- There were no injuries, cargo damage, or safety hazards reported.
- The affected container was safely lowered on 17 June 2025, within its free storage period.
- Bintulu Port Sdn. Bhd. (BPSB), as the licensed terminal operator, responded promptly and completed the necessary repairs.

Service Assurance & Improvements

To uphold service quality and maintain user confidence, BPSB will continue to implement preventive maintenance and operational readiness measures.

- **Storage Charge Appeal:** Users impacted by delays caused by port equipment malfunction may submit a written request for storage charge exemption.
- **Client Engagement:** A dedicated liaison channel is available to address related concerns.

To Affected Shippers

BPSB will liaise with all affected shippers, particularly those whose export arrangements were impacted by the incident. Appropriate support and coordination will be extended to minimize further disruption.

BPA values your continued trust and remains committed to delivering safe, reliable, and efficient port services.

Issued by:

BINTULU PORT AUTHORITY