<table>
<thead>
<tr>
<th>Area</th>
<th>Activity</th>
<th>Primary Level Contact</th>
<th>First level escalation</th>
<th>Second level escalation</th>
</tr>
</thead>
</table>
|       | a. Day to day Transactions  
b. Query for vessel Gate cut-off  
c. Discrepancy of Loading / Discharging of Vessels  
d. En Block Movement status  
e. Special Service Request (SSR)  
f. Daily - Report  
g. Shipping Line/DPD/CHA/NVOCC Customer Registration  
h. DPO/DPE Container Release  
i. DPO/DPE related Queries / Inquiries | AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive | G.Mahendran  
G.Mahendran  
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G.Mahendran | G.Mahendran  
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G.Mahendran  
G.Mahendran  
G.Mahendran  
G.Mahendran |
|       | a. General Query  
b. Suggestions  
c. Claims if any  
d. Port Entry Pass Related | On Duty Documentation Executive  
On Duty Documentation Executive | Name:R.Rajkumar  
Name:R.Rajkumar  
Name:R.Rajkumar  
Name:R.Rajkumar | Name:R.Rajkumar  
Name:R.Rajkumar  
Name:R.Rajkumar  
Name:R.Rajkumar | Name:R.Rajkumar  
Name:R.Rajkumar  
Name:R.Rajkumar  
Name:R.Rajkumar |
|       | a. Vessel Planning Related  
b. TDR Report | On Duty Terminal Planners  
On Duty Terminal Planners  
On Duty Terminal Planners  
On Duty Terminal Planners | Name: R.E Selvakumar  
Name: R.E Selvakumar  
Name: R.E Selvakumar  
Name: R.E Selvakumar | Name: R.E Selvakumar  
Name: R.E Selvakumar  
Name: R.E Selvakumar  
Name: R.E Selvakumar | Name: R.E Selvakumar  
Name: R.E Selvakumar  
Name: R.E Selvakumar  
Name: R.E Selvakumar |
|       | a. Vessel Berthing and sailing Prospect | On Duty Terminal Planners  
On Duty Terminal Planners  
On Duty Terminal Planners  
On Duty Terminal Planners | Name : Thingal Chezhian | Name: Thingal Chezhian  
Name: Thingal Chezhian  
Name: Thingal Chezhian  
Name: Thingal Chezhian | Name: Thingal Chezhian  
Name: Thingal Chezhian  
Name: Thingal Chezhian  
Name: Thingal Chezhian | Name: Thingal Chezhian  
Name: Thingal Chezhian  
Name: Thingal Chezhian  
Name: Thingal Chezhian |
|       | a. Acceptance of ODC, BB and Haz Cargo  
b. Operation performance Related  
c. Any Special request | AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive  
AECTPL - On Duty Documentation Executive | Name : G.N Srinivasan / For ODC Movement | Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement | Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement | Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement  
Name : G.N Srinivasan / For ODC Movement |
|       | a. Container Train Placement prospect  
b. Container train operation & ODC movement related  
c. Pendency and Train Report | On Duty Documentation Executive  
On Duty Documentation Executive  
Name : G.R, Sivagurunathan  
Name : G.R, Sivagurunathan | Name : G.R, Sivagurunathan  
Name : G.R, Sivagurunathan  
Name : G.R, Sivagurunathan | Name : G.R, Sivagurunathan  
Name : G.R, Sivagurunathan  
Name : G.R, Sivagurunathan |
|       | a. Vessel Invoice  
b. Tariff related query  
c. Registration of New Customers  
d. Credit Note | Name : Anumari  
Name : Anumari  
Name : Anumari  
Name : Anumari | Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu | Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu | Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu  
Name: Pradeep Kumar Gopu |
|       | a.Any business related related query  
b. Trade facilitation  
c) Rail Movement - Bangalore | Pradeep Kumar Gopu  
Pradeep Kumar Gopu  
Thennavan KE  
Lakshmi Narayanan | Vivek Narai  
Vivek Narai  
Vivek Narai  
Vivek Narai | Vivek Narai  
Vivek Narai  
Vivek Narai  
Vivek Narai | Vivek Narai  
Vivek Narai  
Vivek Narai  
Vivek Narai |
|       | All customs related queries | R.Marichamy  
R.Marichamy  
R.Marichamy  
R.Marichamy | Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R | Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R | Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R | Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R  
Name: Rajkumar R |