

Area	Activity	Primary Level Contact	First level escalation	Second level escalation
Documentation	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/NNVOCC Customer Registration h. DPD/DPE Container Release i. DPD/DPE related Queries / Inquiries	AKPPL - On Duty Documentation Executive Mobile No: +91 7823941714 E mail: akppl.documentation@adani.com	Name:G.Mahendran/ Documentation Incharge Mobile no: 9940628106 E mail: g.mahendran@adani.com	Name:R.Vijayan Mobile no: 8980048821 E mail: vijayan.rajamanickam@adani.com
				Name: Ramde Karangiya Mobile no: 9099005240 E mail : ramde.karangiya@adani.com
Customer care	a. General Customer Query b. Suggestions c. Claims if any d.Port Entry Pass Related	Name:AKPPL - On Duty Documentation Executive Mobile No: +91 7823941714 E mail: akppl.documentation@adani.com	Name:R.Rajkumar Mobile no: 7358033378 E mail:rajkumar.r1@adani.com	Name:Pradeep Kumar G Mobile no: 8939822018 E mail:pradeep.gopu@adani.com
			Name: Gokula Prasad Mobile no: E mail: gokula.prasad@adani.com	Name:R.Rajkumar Mobile no: 9962505901 E mail: rajkumar.r@adani.com
Vessel Planning operation	a. Vessel Planning Related b. TDR Report	On Duty Terminal Planners Mobile No: +91 7823979139 E mail: akppl.planning@adani.com	Name: R.E Selvakumar Mobile no: 9710035842 E mail: re.selvakumar@adani.com	Name:R.Vijayan Mobile no: 8980048821 E mail: vijayan.rajamanickam@adani.com
			Name: R.Venkatesan Mobile no: 7299970398 E mail: venkatesan.r2@adani.com	Name: Ramde Karangiya Mobile no: 9099005240 E mail : ramde.karangiya@adani.com
Vessel Berthing	Vessel Berthing and sailing Prospect	On Duty Terminal Planners Mobile No: +91 7823979139 E mail: akppl.planning@adani.com	Name: R.E Selvakumar Mobile no: 9710035842 E mail: re.selvakumar@adani.com	Name:R.Vijayan Mobile no: 8980048821 E mail: vijayan.rajamanickam@adani.com
			Name: R.Venkatesan Mobile no: 7299970398 E mail: venkatesan.r2@adani.com	Name: Ramde Karangiya Mobile no: 9099005240 E mail : ramde.karangiya@adani.com
Terminal Operation	a. Acceptance of ODC, BB and Haz Cargo b. Operation performance Related c. Any Special request	AKPPL - On Duty Documentation Executive Mobile No: +91 7823941714 E mail: akppl.documentation@adani.com	Name:G.Mahendran/ Documentation Incharge Mobile no: 9940628106 E mail: g.mahendran@adani.com	Name:R.Vijayan Mobile no: 8980048821 E mail: vijayan.rajamanickam@adani.com
			Name:G.N Srinivasan / for ODC Movement Mobile no: 7299074571 E mail: gn.srinivasan@adani.com	Name: Ramde Karangiya Mobile no: 9099005240 E mail : ramde.karangiya@adani.com
Rail Operation	a. Coordination with Concor for movement b. Collecting TP and releasing DRF	On Duty Documentation Executive Mobile No: +91 7823941714 E mail: akppl.documentation@adani.com	Name:G.Mahendran Mobile no: 9940628106 E mail: g.mahendran@adani.com	Name:R.Vijayan Mobile no: 8980048821 E mail: vijayan.rajamanickam@adani.com
			Name:Rajkumar R Mobile No:9962505901 E mail: rajkumar.r@adani.com	
Invoicing	a. Vessel Invoice b. Tariff related query c. Registration of New Customers d. Credit Note	Name: Arulmani Mob: +91 7823988716 E mail: Arulmani.M@adani.com	Name:R.Rajkumar Mobile no: 7358033378 E mail:rajkumar.r1@adani.com	Name:Pradeep Kumar G Mobile no: 8939822018 E mail:pradeep.gopu@adani.com
			Name: Gokula Prasad Mobile no: E mail: gokula.prasad@adani.com	Name:R.Rajkumar Mobile no: 9962505901 E mail: rajkumar.r@adani.com
Container Business Development	a.Any business related related query b. Trade facilitation	Name: Pradeep Kumar Gopu Mobile No:+91 8939822018 Email: pradeep.gopu@adani.com	Name: Vivek Nair Mobile No: +91 9840742323 E mail: vivek.nair@adani.com	Name:Rajkumar R Mobile No:9962505901 E mail: rajkumar.r@adani.com
		Thennavan KE Mobile No:+91 7299023169 E mail: thennavan@adani.com		
Bulk / Dry Bulk / Liquid Operations	a. Bulk/Dry Bulk	Name: Sanjay Naik Mobile No: 7798983754 Email : sanjay.naik@adani.com	Name: Sanjay Naik Mobile No: 7798983754 Email : sanjay.naik@adani.com	Name: Ramde Karangiya Mobile no: 9099005240 E mail : ramde.karangiya@adani.com
	b. Liquid	Name:R.Vijayan Mobile no: 8980048821 E mail: vijayan.rajamanickam@adani.com	Name:R.Vijayan Mobile no: 8980048821 E mail: vijayan.rajamanickam@adani.com	Name: Ramde Karangiya Mobile no: 9099005240 E mail : ramde.karangiya@adani.com
Bulk/Dry Bulk/Liquid Business Development	a. Bulk/ Dry Bulk	Name: Krutarth Patra Mobile No:+91 9937001517 Email : Krutarth.Patra@adani.com	Name: Krutarth Patra Mobile No:+91 9937001517 Email: Krutarth.Patra@adani.com	
	b. Liquid Terminal	Name: Milind Sangtiani Mobile No:+91 9418007872 Email: Milind.Sangtiani@adani.com		
Customs	All customs related queries	Name:R.Marichamy Mobile No: 9962234347 Email: r.marichamy@adani.com	Name:R.Marichamy Mobile No: 9962234347 Email: r.marichamy@adani.com	Name:Rajkumar R Mobile No:9962505901 E mail: rajkumar.r@adani.com