



adani

Ports and
Logistics

COMMUNICATION MATRIX













CONTAINER BUSINESS OPERATIONS

APSEZ-MUNDRA







Version 15

(1) Documentations and Customer Care Team

Day to day Transactions / Query for vessel Gate cut-off / Discrepancy of Loading / Discharging of Vessels / En Block Movement status / Special Service Request (SSR) / Daily – Report.









Terminal	Primary Level Contact Desk – On Duty Documentation Staff	Next Level Contact Desk – Customer Care Executive
AMCT	 +91 99099 27225  docs.ct@adani.com	 Mr. Kanaksinh Jadeja +91 70690 83095  kanaksinh.jadeja@adani.com
AICTPL	 +91 70690 13889  docs.ct3@adani.com	 Mr. Umang Makwana +91 70690 13835  umang.makwana@adani.com
ACMTPL	 +91 70690 83094  docs.acmtpl@adani.com	 Mr. Vikas Pilkhania +91 70690 13873  vikas.pilkhania@adani.com



Terminal	HODs
AMCT	 Mr. Ramde Karangiya +91 63598 83082  head.amct@adani.com
AICTPL	 Mr. Jagdish Patel +91 63598 83083  head.aictpl@adani.com
ACMTPL	 Mr. Anubhav Jain +91 63598 83084  head.acmtpl@adani.com

(2) Vessel Planning Operation

Vessel Planning Related / TDR Report.







Terminal	Primary Level Contact Desk – On Duty Terminal Planning Staff	Next Level Contact Desk – Planning In charge
AMCT	 +91 99099 27203  planners.ct@adani.com	<p>Mr. Gajanan Govekar</p>  +91 70690 13836  gajanan.govekar@adani.com
AICTPL	 +91 89800 48858  planners.ct3@adani.com	
ACMTPPL	 +91 70690 83091  planners.acmtppl@adani.com	



Terminal	HOD
AMCT	Mr. Paulson Joseph
AICTPL	+91 63598 83087
ACMTPPL	head.planning@adani.com

(2.1) Vessel Berthing

Vessel Berthing and Un-berthing Prospect













Terminal	Primary Level Contact Desk – Vessel Planner	Next Level Contact Desk – Planning In charge
AMCT	 Mr. W.P Krishna +91 70690 83210  wp.krishna@adani.com	<p>Mr. Gajanan Govekar</p>  +91 70690 13836  gajanan.govekar@adani.com
AICTPL	 Mr. Kamlashankar Joshi +91 75748 94360	
ACMTPPL	 kamlashankar.joshi@adani.com	



TERMINAL	HOD
AMCT	Mr. Paulson Joseph
AICTPL	+91 63598 83087
ACMTPPL	head.planning@adani.com







(2.2) Terminal Operation

Acceptance of ODC, BB and Haz Cargo / Operation performance Related / Any Special Request

Terminal	Primary Level Contact Desk – On Duty Shift Manager	Next Level Contact Desk – Operations Manager
AMCT	 +91 96876 39248  superintendent.ct@adani.com	 Mr. Kinjal Patel +91 75748 94362  kinjal.patel@adani.com
AICTPL	 +91 89800 48858  superintendent.ct3@adani.com	 Mr. Prakash Pillai +91 75748 94335  prakash.pillai@adani.com
ACMTPL	 +91 70690 83090  superintendent.acmtpl@adani.com	 Mr. Ajaykumar Bhatt +91 99258 53556  ajay.bhatt1@adani.com











ESCALATION

Terminal	HODs
AMCT	 Mr. Ramde Karangiya +91 63598 83082  head.amct@adani.com
AICTPL	 Mr. Jagdish Patel +91 63598 83083  head.aictpl@adani.com
ACMTPL	 Mr. Anubhav Jain +91 63598 83084  head.acmtpl@adani.com

(3) Rail Operation

Container Train Placement prospect / Container train operation related / Pendency and Train Report





Terminal	Primary Level Contact Desk –	Next Level Contact Desk – SPRH In Charge
AMCT	 On Duty Rail Office +91 90990 02002	 Mr. Sastry Darlapudi +91 70690 83079
AICTPL	 icd.ct@adani.com	 vlnsastry.darlapudi@adani.com
ACMTPL	 On Duty Rail Operation +91 89800 48826	 Mr. Hiren Modha +91 75748 94224
	 icd.ops@adani.com	 hiren.modha@adani.com



TERMINAL	HOD
AMCT	Mr. Anubhav Jain +91 63598 83084 head.acmtpl@adani.com
AICTPL	
ACMTPL	





(4) Automobile "RoRo" Terminal

General Query / Suggestions

Primary Level Contact Desk – RORO Manager	Next Level Contact Desk – HODs
 Mr. Jignesh Bhatt +91 63598 83085	 Mr. Ramde Karangiya +91 63598 83082
 head.roro@adani.com	 head.amct@adani.com

(5) Information Technology

General Query / Operation related / Suggestions









Primary Level Contact Desk – IT Helpdesk	Next Level Contact Desk – HODs
 +91 99099 27258	 Mr. Piyush Sorathiya +91 70690 83259
 support.mundraport@adani.com	 Piyush.Sorathiya@adani.com



TERMINAL	HOD
AMCT	Mr. Nilesh Pampattiwar +91 90990 00670 head.IT-mundra@adani.com
AICTPL	
ACMTPL	

(6) Invoicing

Vessel Invoice / Tariff related query / Registration of New Customers / Credit Note.







Terminal	Primary Level Contact Desk – Finance Executives	Next Level Contact Desk – Finance Manager
AMCT	 Mr. Mayur Kanabar +91 89800 16326  mayur.kanabar@adani.com	 Mr. Vivek Pandya +91 99252 44553  vivek.pandya@adani.com
AICTPL	 Mr. Naveen Chandnani +91 89800 16355  naveen.chandnani@adani.com	
ACMTPPL	 Mr. Vrushit Sanghvi +91 7069013868  vrushit.sanghvi@adani.com	



TERMINAL	HOD
AMCT	Mr. Subhash Gupta
AICTPL	+91 70690 83011
ACMTPPL	subhash.gupta@adani.com













(5.1) DPD Invoicing

DPD Customer Registration / DPD Container Release / DPD related Queries / Inquiries.

Terminal	Primary Level Contact Desk – On Duty Shift Manager	Next Level Contact Desk – CUSTOMER CARE EXECUTIVE
AMCT / AICTPL	 Mr. Rajabha Gohil +91 89800 15493  rajabha.gohil@adani.com	 Mr. Jayesh Parmar +91 63596 31099  dpd.mundra@adani.com
ACMTPPL	 Mr. Naimesh Soni +91 90999 31549  financesupportct4@adani.com	





(7) Customer Care

General Query / Suggestions / Claims if any

Terminal	Primary Level Contact Desk – Customer Care Manager	Next Level Contact Desk – HODs
AMCT	 Mr. Sanjay Singh +91 99099 27223  sanjayk.singh@adani.com	 Mr. Ramde Karangiya +91 63598 83082  head.amct@adani.com
AICTPL	 Mr. Umang Makwana +91 70690 13835  umang.makwana@adani.com	 Mr. Jagdish Patel +91 63598 83083  head.aictpl@adani.com
ACMTPL	 Mr. Vikas Pilkhania +91 70690 13873  vikas.pilkhania@adani.com	 Mr. Anubhav Jain +91 63598 83084  head.acmtpl@adani.com

(8) Exim Yard

General Query / Operation related / Suggestions







Primary Level Contact Desk – Operation In-charge	Next Level Contact Desk – HODs
 Mr. Debabrata Bose +91 89800 16494  Debabrata.Bose@adani.com	 Mr. Mukesh Sharma +91 63598 83086  head.exim@adani.com



TERMINAL	HOD
AMCT	Mr. Jagdish Patel +91 63598 83083 head.aictpl@adani.com
AICTPL	
ACMTPL	

(9) Marketing at Delhi / NCR

General Query / Operation related / Suggestions

Primary Level Contact Desk	Next Level Contact Desk
 Mr. Balaji Rengarajan +91 78239 53572  Balaji.Rengarajan@adani.com	 Mr. Ashish Priyadarshi +91 63599 72510  Ashish.Priyadarshi@adani.com
 Mr. Dhiraj Tank – CFS/DPD Marketing +91 99252 42741  Dhiraj.Tank@adani.com	





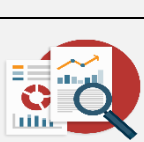
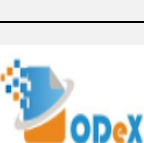
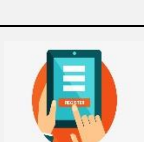


TERMINAL	B.D. HOD
AMCT	Mr. Shahzad Athar
AICTPL	+91 98705 12850
ACMTPL	Shahzad.Athar@Adani.Com

**For any further escalation: Capt. Jeyaraj Thamburaj, CT Head Mundra Port,
Mob: +91 63599 30100, Email: head.ct-mundra@adani.com**

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USEFUL LINKS FOR PORT RELATED INFORMATIONS

	<p>Container Tracking inside the Port/Terminal https://www.adaniports.com/Ports-and-Terminals/Mundra-Port - Container Tracking</p>
	<p>Container Tracking During Transit https://www.ldb.co.in/containersearch</p>
	<p>Contact Matrix of Container Terminals https://www.adaniports.com/-/media/Project/Ports/PortsAndTerminals/doc-report-download/Contact-Matrix-Annexurepdf?la=en</p>
	<p>Tariff Booklet of Container Terminals https://www.adaniports.com/Downloads -> Mundra Port -> Tariff</p>
	<p>Vessel Berthing reports https://www.adaniports.com/Downloads Mundra Port -> Berthing Report</p>
	<p>Online Export By Road/Rail Pre-advice https://odex.co/createRegistrationDtls.do</p>
	<p>For Online Account Registration https://www.adaniports.com/account-registration</p>