

Customer Communication Matrix

Marine Infrastructure Developer Pvt Ltd (MIDPL) — Kattupalli Container Terminal

Effective from: 05 September 2026 | Version 1.1

Escalation Protocol — Response & Escalation Timelines by Channel

Please write to / call the Level 1 (L1) contact first. If no acknowledgement or response is received within the timelines below, please escalate to the next level, keeping the previous level(s) in CC. Timelines apply during MIDPL working hours (Mon–Sat, 09:00–18:00 IST); for queries received after hours, timelines start from the next working hour.

Channel	L1 — Acknowledgement	L1 → L2 Escalation	L2 → L3 Escalation	L3 → L4 Escalation
Phone Call	Immediate — attend or return call within 15 min	30 minutes	1 hour	2 hours
WhatsApp	Within 30 minutes	1 hour	2 hours	4 hours
Email	Within 2 working hours	2 working hrs	4 working hrs	6 working hrs

- For safety, DG cargo, or vessel-critical issues — always escalate immediately via Phone, do not wait for email timelines.
- Phone timelines apply 24×7 for operational (vessel / gate / DG / safety) matters. Commercial matters follow working-hour rules.
- When escalating, please mark the previous level(s) in CC (email) or add them to the chat (WhatsApp) so context is preserved.

S.No	Area	Activity	Sub-Activity / Query Type	Description	L1 — Primary Contact	L2 — First Escalation	L3 — Terminal Head	L4 — Business Unit Head
1	Business Development	Customer Desk	General query, suggestions, claims	Any first-time query where the customer is unsure whom to approach — general guidance, complaints, suggestions for service improvement, customer satisfaction matters.	Gokula Prasad — BD Customer Desk Mob: 9150011270 gokula.prasad@adani.com	Prakash R — DPD / DPE Mob: 8939822018 prakash.r@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
2		DPD & DPE	DPD & DPE container related queries	Direct Port Delivery container release authorisations, DPD / DPE inquiries, DPD client onboarding, customer site visits.	Gokula Prasad — BD Customer Desk Mob: 9150011270 gokula.prasad@adani.com	Prakash R — DPD / DPE Mob: 8939822018 prakash.r@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
3		Exim & CFS Interface	Exim coordination, CFS movement & status	Exim trade flow coordination, CFS-bound movement scheduling, status updates on CFS-bound containers.	Thenavan — Exim & CFS Interface Mob: +91 7299023169 Thennavan@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com		Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
4		Trade Circulars	Tariff change notification, circular acknowledgement	New trade circulars, tariff change notifications, customer acknowledgement of circulars, queries on circular content.	Prakash R — DPD / DPE Mob: 8939822018 prakash.r@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
5		Yard / Storage — Commercial	Ground rent disputes, free time, dwell time	Disagreement on ground rent calculation, free-time computation, demurrage-equivalent charges, free time / dwell time enquiries, requests for extension.	Prakash R — DPD / DPE Mob: 8939822018 prakash.r@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com		Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
6		Documentation	Day-to-day vessel transactions	Form 13 amendments, DPE and DPD container release coordination, IGM / EGM corrections, container delivery orders, manifest amendments.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com

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7	Documentation	Documentation	En-block movement status	En-block (group) movement status of containers from vessel to yard, yard to gate, intra-terminal moves.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
8		Documentation	SSR / Daily Report	Special Service Request submission and status, daily operations report.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
9		Documentation	VGM / SI submission issues	Verified Gross Mass (VGM) submission failures, Shipping Instruction (SI) issues, late submission queries.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
10		Documentation	PEP / ITUP issues	Port Entry Pass (PEP) related issues, ITUP related queries.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
11		Cargo Documentation	Customer / vessel registration	New customer onboarding for documentation, vessel registration in ITUP and N4, line agent registration.	Gokula Prasad — BD Customer Desk Mob: 9150011270 gokula.prasad@adani.com	Prakash R — DPD / DPE Mob: 8939822018 prakash.r@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
12	Documentation	DPD / DPE Docs	Container release, DPD / DPE inquiries	DPD / DPE container release documentation, release order processing, hold / release status, DPD eligibility queries.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com

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13		Vessel Documentation	Vessel gate cut-off query	Gate cut-off time confirmation and requests for extension, queries on cut-off changes due to vessel ETA shift.	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
14		Vessel Documentation	Loading / discharging discrepancy	Container count mismatch (loaded vs. planned), short-loaded / over-loaded / wrong-port containers, BAPLIE vs. actual discrepancy, vessel-wise tally report.	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
15		Hazardous Cargo Docs	Haz declaration submission & approval	DG declaration submission, IMO class verification, DG manifest, MSDS submission, haz container approval prior to acceptance (distinct from operational handling).	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
16		Cargo Documentation	EDI filing (COPARN, BAPLIE, etc.)	EDI message submission, COPARN / BAPLIE / MOVINS errors, EDI rejection resolution, system-side filing issues.	Anandhan — IT / EDI / Systems Mob: +91 7200360857 Anandhan.A@adani.com	Rajendran — EDI / Systems (Backup) Mob: 7738063763 s.rajendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
17		Gate Operations	Truck gate-in / gate-out issues	Truck rejection at gate, gate-pass denial, mismatch between booking and arriving truck, driver gate queue / wait time complaints, CHA disputes.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
18		Reefer	Plug-in confirmation, temperature alarms & monitoring	Confirmation of reefer plug-in time, plug-out time, gen-set hire confirmation. Temperature deviation alerts, alarm response time, defrost cycle confirmation, periodic monitoring reports.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com

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19	Vessel Planning	Pre-arrival Planning	Vessel planning queries	Berth allocation, COFS plan, stowage planning queries, planner's confirmation on requests, deviation from planned berth.	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
20		Pre-arrival Planning	TDR Report	Terminal Departure Report (TDR) status, copy request, content queries.	Terminal Planning Desk (Group) Mob: +91 7823979139 akppl.planning@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
21		Berthing & Sailing	Vessel berthing & sailing prospect	Berthing window confirmation, sailing prospect time, delay communications, pilot booking related coordination.	Terminal Planning Desk (Group) Mob: +91 7823979139 akppl.planning@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
22		Cargo Handling	ODC / BB / Haz acceptance (operational)	Physical acceptance and handling of Over-Dimensional Cargo, Break-Bulk, Haz cargo at the terminal — operational side.	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
23		Cargo Handling	Operations performance — GCR / BMPH	Queries on Gross Crane Rate, Berth Moves Per Hour, productivity reports, vessel-wise productivity comparison.	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
24		Cargo Handling	Special operational request	Last-minute restow, additional gang request, priority discharge / loading.	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com

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25	Terminal Operations	Gate Operations	Equipment (container) damage / EIR disputes	Disputes on Equipment Interchange Receipt at gate-in or gate-out, damage marking disagreements, photographic evidence, repair charges.	Documentation Desk (Group) Mob: +91 7823941714 akppl.documentation@adani.com	G. Mahendran — Documentation In-charge Mob: 7550016499 g.mahendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
26		Yard / Storage	Container stack location	Container location in yard, time-out alerts.	Terminal Planning Desk (Group) Mob: +91 7823979139 akppl.planning@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
27		Yard / Storage	Re-handling / shifting / restow	Requests for container shifting in yard, restow on vessel, re-handling charge queries.	Terminal Planning Desk (Group) Mob: +91 7823979139 akppl.planning@adani.com	Venkatesan R — Planning In-charge Mob: +91 7299970398 venkatesan.r2@adani.com	Jeyaseelan J — Planning (Sr.) Mob: 7904586743 jeyaseelan.j@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
28		Equipment damage	Incident and container damage report	Preparation of the incident report and analytics report for container / equipment damage.	On-Duty Manager (Operations) Mob: +91 8925511158 manager.ct@adani.com	Arunmanivel J — Operations Mob: 9099005509 arunmanivel.j@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
29		Gate Operations / RFID Reader	RFID / slot booking / queue	RFID tag not reading, slot booking failures on portal, appointment system issues.	Anandhan — IT / EDI / Systems Mob: +91 7200360857 Anandhan.A@adani.com	Rajendran — EDI / Systems (Backup) Mob: 7738063763 s.rajendran@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
30		CFS Day-to-day Operation	Customer escalation, CFS Operation planning & customs coordination	CFS customer escalation requirements, planning of stuffing and de-stuffing slots at the warehouse and yard, and import & export container movement.	Mari Ganesh N R — CFS Operations Mob: 7299080529 akkpl.cfsin@adani.com	Srinivasan R — CFS Operations Manager Mob: 7299033669 srinivasan.r@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com

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31	CFS	Exim Container Activity	Exim yard import container arrival & delivery	Import-loaded container document request by customer and delivery coordination, vessel-wise import container arrival planning, confirmation of equipment availability for smooth operations.	Perumal — Exim Yard Operations Mob: 8760008936 akkpl.eximyard@adani.com	Srinivasan R — CFS Operations Manager Mob: 7299033669 srinivasan.r@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
32		CFS Gate Operation	Export cargo & container arrival, empty container movement	CFS export cargo arrival, export container delivery, empty container arrival, weighment process.	CFS Shift In-charge (Group) Mob: 8939125699 akkpl.cfsshiftin@adani.com	Srinivasan R — CFS Operations Manager Mob: 7299033669 srinivasan.r@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
33		CFS Warehouse Operation	Export cargo offloading & container stuffing	Warehouse space arrangement for cargo offloading; equipment or manual labour arrangement for stuffing.	CFS Shift In-charge (Group) Mob: 8939125699 akkpl.cfsshiftin@adani.com	Srinivasan R — CFS Operations Manager Mob: 7299033669 srinivasan.r@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
34		CFS Yard Operation	Customs cargo inspection, import & export loading / unloading	Prompt positioning of containers for Customs inspection, timely delivery, movement of all incoming containers to the yard without delay, and vessel-wise yard stacking for easy handling.	CFS Shift In-charge (Group) Mob: 8939125699 akkpl.cfsshiftin@adani.com	Srinivasan R — CFS Operations Manager Mob: 7299033669 srinivasan.r@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
35	Invoicing & Tariff	Invoicing (Ennore & Kattupalli)	Vessel invoice	Vessel-wise invoice generation, invoice copy request, line-wise consolidated invoice, supporting documents.	Invoicing Desk (Kattupalli): Gautam Patel Mob: +91 8980802875 gautam.patel@adani.com Invoicing Desk (Ennore): Harsh Nagar Mob: +91 7227061394 Harsh.Nagar@adani.com			Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
36		Invoicing (Ennore & Kattupalli)	Tariff query	Tariff applicability, BPTS clarifications, rate sheet queries, tariff escalation explanations.	Invoicing Desk (Kattupalli): Gautam Patel Mob: +91 8980802875 gautam.patel@adani.com Invoicing Desk (Ennore): Harsh Nagar Mob: +91 7227061394 Harsh.Nagar@adani.com			Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com

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S.No	Area	Activity	Sub-Activity / Query Type	Description	L1 — Primary Contact	L2 — First Escalation	L3 — Terminal Head	L4 — Business Unit Head
37	Invoicing & Finance	Invoicing (Ennore & Kattupalli)	New customer registration	New customer account opening, KYC documentation, credit assessment, payment terms.	Invoicing Desk (Kattupalli): Gautam Patel Mob: +91 8980802875 gautam.patel@adani.com Invoicing Desk (Ennore): Harsh Nagar Mob: +91 7227061394 Harsh.Nagar@adani.com			Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
38		Invoicing (Ennore & Kattupalli)	Credit notes	Credit note requests, billing disputes, reversal of charges, refund processing.	Invoicing Desk (Kattupalli): Gautam Patel Mob: +91 8980802875 gautam.patel@adani.com Invoicing Desk (Ennore): Harsh Nagar Mob: +91 7227061394 Harsh.Nagar@adani.com			Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
39	Customs Co-ordination	Customs / ICEGATE / RMS	Customs liaison & ICEGATE coordination	General customs queries, ICEGATE message issues, RMS (Risk Management System) facilitation requests, examination support, customs hold release coordination.	Ameer U — Customs Co-ordination Mob: +91 9944902214 ameer.u@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com		Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
40	Rail / ICD	Rail Coordination	Rail rake planning, ICD coordination	Rail rake planning, ICD-bound consignment coordination, double-stack queries, rail dispatch / receipt status.	Rajkumar R — Rail / ICD Coordinator Mob: +91 8248886332 Rajkumar.R1@adani.com	Vivek Nair — BD Head Mob: +91 9840742323 vivek.nair@adani.com		Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
41	IT / Systems	ITUP Portal	Customer portal issues	ITUP login issues, data not reflecting on portal, portal slowness, mobile app issues, N4-to-ITUP sync issues.	Anandhan — IT / EDI / Systems Mob: +91 7200360857 Anandhan.A@adani.com		Rajendran — EDI / Systems (Backup) Mob: 7738063763 s.rajendran@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com
42	Safety / Incident	Incident Reporting	Safety incident, near-miss, unsafe condition	Customer-side safety incident at port, near-miss reporting, unsafe condition complaint, requests for joint safety inspection. Direct escalation — bypass routine L1 if urgent.	On-Duty Manager (Operations) Mob: +91 8925511158 manager.ct@adani.com	Capt. Tushar Kinikar — Terminal Head Mob: 9762677669 tushar.kinikar@adani.com		Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com

Customer Communication Matrix

Marine Infrastructure Developer Pvt Ltd (MIDPL) — Kattupalli Container Terminal

Effective from: 05 September 2026 | Version 1.1

Escalation Protocol — Response & Escalation Timelines by Channel				
Please write to / call the Level 1 (L1) contact first. If no acknowledgement or response is received within the timelines below, please escalate to the next level, keeping the previous level(s) in CC. Timelines apply during MIDPL working hours (Mon–Sat, 09:00–18:00 IST); for queries received after hours, timelines start from the next working hour.				
Channel	L1 — Acknowledgement	L1 → L2 Escalation	L2 → L3 Escalation	L3 → L4 Escalation
Phone Call	Immediate — attend or return call within 15 min	30 minutes	1 hour	2 hours
WhatsApp	Within 30 minutes	1 hour	2 hours	4 hours
Email	Within 2 working hours	2 working hrs	4 working hrs	6 working hrs

- For safety, DG cargo, or vessel-critical issues — always escalate immediately via Phone, do not wait for email timelines.
- Phone timelines apply 24×7 for operational (vessel / gate / DG / safety) matters. Commercial matters follow working-hour rules.
- When escalating, please mark the previous level(s) in CC (email) or add them to the chat (WhatsApp) so context is preserved.

S.No	Area	Activity	Sub-Activity / Query Type	Description	L1 — Primary Contact	L2 — First Escalation	L3 — Terminal Head	L4 — Business Unit Head
43	Security	Port Entry Pass (CHA & Others)	Pass related request	SEPS entry pass — new requests, renewals, corrections.	Kumaresan K — SEPS Pass Request Mob: 7305945697 kumaresan.k@adani.com	Syama prasad — Manager Security Mob: +91 9952382934 syamaprasad.ms@adani.com	Arun Varughese — Security Head Mob: +91 9500121210 Arun.Varughese@adani.com	Cherian Abraham — BU Head Mob: 8980048850 cherian.abraham@adani.com