

## Adani Ennore Container Terminal Pvt Ltd (AECTPL) Communication Matrix

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/NVOCC Customer Registration h. DPD/DPE Container Release i. DPD/DPE related Queries / Inquiries	AECTPL - On Duty Documentation Executive Mobile No: +91 7823990351  E mail: ctdocs.ennore@adani.com	G.Mahendran Mob: +91 9940628106  E mail: g.mahendran@adani.com	Kenni Moral Mob: 9962025260  E mail: kenni.moral@adani.com
				Name: Ramde Karangiya  Mobile no: 9099005240 E mail : ramde.karangiya@adani.com
Customer care	a. General Query b. Suggestions c. Claims if any d.Port Entry Pass Related	On Duty Documentation Executive Mobile No: +91 7823990351 E mail: ctdocs.ennore@adani.com	Name:R.Rajkumar Mobile no: 7358033378 E mail:rajkumar.r1@adani.com	Name:Pradep Kumar G Mobile no: 8939822018 E mail:pradep.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 7823990359 E mail: ctplanner.ennore@adani.com	Name: R.E Selvakumar Mobile no: 9710035842 E mail: re.selvakumar@adani.com	Kenni Moral Mob: 9962025260 E mail: kenni.moral@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 7823990359 E mail: ctplanner.ennore@adani.com	Name : Thingal Chezhan Mob: +91 9099005138 E mail: thingal.chezhan@adani.com	Kenni Moral Mob: 9962025260 E mail: kenni.moral@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	AECTPL - On Duty Documentation Executive Mobile No: +91 7823990351 E mail: ctdocs.ennore@adani.com	Name : Thingal Chezhan Mob: +91 9099005138 E mail: thingal.chezhan@adani.com	Kenni Moral Mob: 9962025260 E mail: kenni.moral@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. Container Train Placement prospect b. Container train operation & ODC movement related c. Pendency and Train Report	On Duty Documentation Executive  Mobile No: +91 7823990351 E mail: ctdocs.ennore@adani.com	Name : G.N.Srinivasan  Mob: +91 7299074571 E mail: gn.srinivasan@adani.com	Name: Kenni Moral  Mob: 9962025260 E mail: kenni.moral@adani.com
				Name: Ramde Karangiya Mobile no: 9099005240 E mail : ramde.karangiya@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:Pradep Kumar Gopu Mobile No:+91 8939822018 Email: pradep.gopu@adani.com	Name: Rajkumar R Mobile No:9962505901 E mail: rajkumar.r@adani.com
		Name : Vijaykumar Mudaliar Mobile No: 7825858560 Email: Vijaykumar.Mudaliar@adani.com		
Business Development	a.Any business related related query b. Trade facilitation  c)Rail Movement - Bangalore	Pradep Kumar Gopu Mobile No:+91 8939822018 Email: pradep.gopu@adani.com	Vivek Nair Mobile No: +91 9840742323 E mail: vivek.nair@adani.com	Rajkumar R Mobile No:9962505901 E mail: rajkumar.r@adani.com
		Thennavan KE Mobile No:+91 7299023169 E mail: thennavan@adani.com		
Customs	All customs related queries	R.Marichamy Mobile No: 9962234347 Email: r.marichamy@adani.com	R.Marichamy Mobile No: 9962234347 Email: r.marichamy@adani.com	Rajkumar R Mobile No:9962505901 E mail: rajkumar.r@adani.com
		Lakshmi Narayanan Mobile No: +91 9942171811 E Mail:sl.narayanan@adani.com		