

Adani Ennore Container Terminal Private Limited (AECTPL) - Contact Matrix



Area	Brief Descriptions	Primary Level Contactable desk	First level escalation contact	Second level escalation contact
Documentations and Customer Care TEAM	a. Day to day Transactions b. Query for vessel Gate cut-off c. Discrepancy of Loading / Discharging of Vessels d. End Block Movement status e. Special Service Request (SSR) f. Daily Report	On Duty Documentation ; Common Mobile No : 78239400351 Email Id : ctdocs.ennore@adani.com	Mr. Balaji : 9962557448 Email Id : kirubakaran.balaji@adani.com Mr.Nixon Daniel : 9940125096 Email Id : Nixon.daniel@adani.com	Mr.Thingal Chezhan : 9099005138 Email Id : Thingal.Chezhan@adani.com Mr.Subash Babu : 7574894379 Email Id : Subash.Babu@adani.com
Vessel Planning operation	a. Vessel Planning Related b. TDR Report	On Duty Documentation ; Common Mobile No : 78239400351 Email Id : ctplanner.ennore@adani.com	Mr.Kenny Bhoopathy Email Id : Kenni.Moral@adani.com	Mr.Subash Babu : 7574894379 Email Id : Subash.Babu@adani.com
Vessel Berthing	a. Vessel Berthing and Unberthing Prospect	Common Mobile No : 78239400351 Email Id : ctplanner.ennore@adani.com	Mr.Kenny Bhoopathy Email Id : Kenni.Moral@adani.com Mr.Thingal Chezhan : 9099005138 Email Id : Thingal.Chezhan@adani.com	Mr.Subash Babu : 7574894379 Email Id : Subash.Babu@adani.com
Terminal Operation	a. Acceptance of ODC and Haz Cargo b. Operation performance Related c. Any Special request	Mr. Balaji : 9962557448 Email Id : kirubakaran.balaji@adani.com Mr.Srinivasan :7299074571 Email Id : gn.srinivasan@adani.com	Mr.Thingal Chezhan : 9099005138 Email Id : Thingal.Chezhan@adani.com	Mr.Subash Babu : 7574894379 Email Id : Subash.Babu@adani.com
Rail Operation	a. Container Train Placement prospect b. Container train operation related c. Pendency and Train Report	Common Mobile No : 78239400351 Email Id : ctdocs.ennore@adani.com	Mr.Srinivasan :7299074571 Email Id : gn.srinivasan@adani.com Mr. Balaji : 9962557448 Email Id : kirubakaran.balaji@adani.com	Mr.Subash Babu : 7574894379 Email Id : Subash.Babu@adani.com Mr.Thingal Chezhan : 9099005138 Email Id : Thingal.Chezhan@adani.com

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Invoicing	a. Vessel Invoice b. Tariff related query c. Registration of New Customers d. Credit Note	Mr. Balaji : 9551690035 () Email Id : Balaji.Govindarajan@adani.com Mr.Arulmani : 7823988716 Email Id : Arulmani.M@adani.com		Mr.Anandhan : 7299958515 Email Id : Anandhan.N@adani.com
	a. DPD Customer Registration b. DPD Container Release c. DPD related Queries / Inquiries	Common Mobile No : 78239400351 Email Id : ctdocs.ennore@adani.com	Mr. Balaji : 9962557448 Email Id : kirubakaran.balaji@adani.com Mr.Nixon Daniel : 9940125096 Email Id : Nixon.daniel@adani.com	Mr.Marichamy : 9962234347 Email Id : R.Marichamy@adani.com Mr.Subash Babu : 7574894379 Email Id : Subash.Babu@adani.com
Customer care	a. General Query b. Suggestions c. Claims if any	Common Mobile No : 78239400351 Email Id : ctdocs.ennore@adani.com	Mr.Pradep : Email Id : Pradep.Gopu@adani.com Mr.Nixon Daniel : 9940125096 Email Id : Nixon.daniel@adani.com	Mr.Thingal Chezhan : 9099005138 Email Id : Thingal.Chezhan@adani.com Mr.Subash Babu : 7574894379 Email Id : Subash.Babu@adani.com
Auto "RoRo" Terminal	a. General Query b. Suggestions	NA	NA	NA
Exim Yard	a. General Query b. Operation related c. Suggestions	NA	NA	NA

For any further escalation: Mr. Mr.Subash Babu AECTPL Terminal Head ,Mob : 7574894379, Email Id : Subash.Babu@adani.com Updated : 15 May 2019