

CARGO ACTIVITIES - MAIN SERVICES/TRANSACTIONS

S No	SERVICES/ TRANSACTION	RESPONSIBLE PERSON (DESIGNATION)	E MAIL	MOBILE (TEL No)	PROCESS	DOCS REQD	FEES	
1	Import Cargo handling Operations	Jt. GM (Cargo), Chennai	kpknadh@aai.aero	9444927951	Acceptance, De-stuffing /segregation	Import General Manifest, Master AWBs, House AWBs	Schedule of charges in the SGHA*	
		Dy. GM (Cargo), Kolkata	agmcgomaa@rediffmail.com	9051098848				
		APD, Coimbatore	apdcoimbatore@aai.aero	9442649155	Storage/Binning of import freight brought by the Airlines	Location details on the Import general manifest	-----	
		APD, Guwahati			Preparation of Location Slip cum Bank Challan	AWB, Bill of Entry, Delivery Order from the Airlines	As per the AAI schedule of Terminal, Storage and Processing (TSP) charges	
		APD, Lucknow	apdght@aai.aero	9435544568	Presenting of Cargo by AAI for Customs Examination.	AWB, Customs examination order on the Bill of Entry, Delivery Order from the Airlines		-----
		APD, Amritsar	apdlko@aai.aero	9839097888				
		APC, Port Blair	apdasr@aai.aero	9501100068	Preparation of Bank Challan & collection of AAI charges	AWB, "Out of charge" on the Bill of Entry, Delivery Order from the Airlines		As per the AAI schedule of TSP charges
				apc_pbq@aai.aero	9434281195	Preparation of Gate Pass	Copy of the AAI charges paid Bank challan, AWB,BoE.	-----
						Physical Delivery of import cargo against Gate Pass	Gate Pass	-----

*Standard Ground handling Agreement with the respective Airline(s)

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1	Export Cargo handling Operations	Jt. GM (Cargo), Chennai	kpknadh@aai.aero	9444927951	Preparation of Terminal, Storage and Processing (TSP) charges receipt for collection of charges.	AWB, Shipping Bill, Carting Order from the Airlines	As per the AAI schedule of TSP charges
		Dy. GM (Cargo), Kolkata	agmcgomaa@rediff mail.com	9051098848			
		APD, Coimbatore	apdcoimbatore@aa i.aero	9442649155	Acceptance & Off- loading of export cargo from vehicles & shifting to the examination area.	AAI TSP Charges receipt	----
		APD, Guwahati	apdght@aai.aero	9435544568	Shifting of Customs cleared cargo to the bonded area after x ray scanning by the Airline security	AWB, 'Let export order' on the Shipping Bill, Carting Order from the Airlines	-----
		APD, Lucknow	apdlko@aai.aero	9839097888			
		APD, Amritsar	apdasr@aai.aero	9501100068			
		APC, Port Blair	apc_pbq@aai.aero	9434281195	Stuffing/Palletization /Containerization/ bulk loading of export freight as per requirement of the airlines.	Loading instructions from the Airlines, Cop y of the EGM with Customs permission	Schedule of charges in the SGHA*

*Standard Ground handling Agreement with the respective Airline(s)

CARGO ACTIVITIES : TIME FRAME / SERVICE STANDARD**IMPORT OPERATIONS**

S No	SERVICE/TRANSACTION	SUCCESS INDICATORS	SERVICE STANDARD	UNIT
1	Acceptance, Destuffing/segregation	Time taken to accept the Import cargo from the Airlines for destuffing it from the pallets/containers/bulk trollies and segregating it as per the manifest/AWB	Up to 10 MT 10 to 20 MT Above 20 MT	04 hrs # 08 hrs # 12 hrs #
2	Storage of import freight brought by the Airlines	Time taken to store/bin the segregated cargo in the warehouse as per the details mentioned on the AWB/manifest		
3	Preparation of Location Slip cum Bank Challan(where-ever documents have been merged into a single document)	Time taken to print the location Slip cum Bank challan after receipt of the documents from Importer/CHA.	Online by the users 05 (at AAI counters)	N/A Minute*
4	Tendering of Cargo for Examination by Customs	Time taken to bring the cargo in the examination Area from the respective warehouse(s) for customs examination	15	Minute*
5	Preparation of Bank Challan for collection of AAI charges	Time taken to print the Bank challan after receipt of the customs cleared documents for collection of AAI charges	05	Minute*
6	Preparation of Gate Pass	Time taken to print the Gate pass.	05	Minute*
7	Physical Delivery of import cargo against Gate Pass	Time taken to take out the cargo from the location in the warehouse and deliver at the Truck Dock Area.	15	Minute*

* The aim of AAI is to provide the aforesaid services with in the aforesaid time frame subject to meeting the indicative expectations from the service recipients.

#- Subject to first-come-first-check basis in case of bunching of incoming flights.

CARGO ACTIVITIES - RESPONSIBILITY CENTRES

S No	RESPONSIBILITY CENTRES	LANDLINE No	E Mail	MOBILE No	FAX
1	AIRPORT DIRECTOR,CHENNAI AIRPORT	044-22561122	apdchennai@aai.aero	9940192926	044-2560512
2	Jt GM (CARGO),CHENNAI AIRPORT	044-22560581	kpknadh@aai.aero	9444927951	044-22560657
3	AIRPORT DIRECTOR, KOLKATA AIRPORT	033-25119977	apdkolkata@aai.aero	9830037890	033-25117435
4	DGM (CARGO), KOLKATA AIRPORT	033-25119308	agmcgoma@rediffmail.com	9051098848	033-25119088
5	AIRPORT DIRECTOR, AMRITSAR AIRPORT	0183-2214166	apdasr@aai.aero	9501100068	0183-2214358
6	MANAGER (CARGO), AMRITSAR AIRPORT	0183-2214172	nk_sharma3797@yahoo.co.in	9317779191	0183-2214358
7	AIRPORT DIRECTOR, COIMBATORE AIRPORT	0422-2592155	apdcoimbatore@aai.aero	9442649155	0422-2592384
8	Sr. MANAGER (CARGO), COIMBATORE AIRPORT	0422-2597255	sraman_icms@rediffmail.com	9445190172	0422-2592384
9	AIRPORT DIRECTOR, LUCKNOW AIRPORT	0522-2435404	apdlko@aai.aero	9839097888	0522-2438404
10	MANAGER (CARGO), LUCKNOW AIRPORT	0522-2437990	pijushbose.2009@rediffmail.com	9335262626	0522-2438404
11	AIRPORTDIRECTOR, GUWAHATI AIRPORT	0361-2841901	apdght@aai.aero	9435544568	0361-2840406
12	Sr. MANAGER (CARGO), GUWAHATI AIRPORT	0361-2841901	cargoght@aai.aero	9678738254	0361-2840406
13	AIRPORT CONTROLLER, PORT BLAIR AIRPORT	03192-235619	apc_pbq@aai.aero	9434281195	03192-23390
14	MANAGER (CARGO), PORT BLAIR AIRPORT	03192-235619	apc_pbq@aai.aero	9679531848	03192-23390

CARGO ACTIVITIES - INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

S No	INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS
1	i) Online receipt of the Import General Manifest (IGM) from the <u>Airlines</u> ii) Receipt of the ULDs/Cargo from the BAY to the cargo Terminal within 15 minutes from the arrival of the flight.
2	Importers/CHAs should not accumulate the documents and submit the complete and correct set of documents immediately on preparation.
3	Export cargo should be brought by the exporter/CHA from 1000 hours onwards and not during the last 03 hours of the working day to avoid congestion/accumulation of the export cargo at the Truck Dock Area.
4	Airline screeners should be available on 'Round the Clock' basis at the X-Ray machines for the scanning of the export cargo before shifting to the Bonded Area.
5	Exporters/CHAs should not accumulate the cargo but hand over to the Airlines for X ray scanning and shifting to the Bonded Area immediately after obtaining the "Let Export Order" from the Customs Authorities.
6	In order to get the Export cargo unitized by the AAI appointed GHA, <u>Airlines</u> are required to submit the copies of the Export General manifest (with loading permission from the Customs Authorities and Loading instructions pertaining to the cargo required to be unitized by AAI appointed GHA at least 04 hours before the flight departure in case of Perishables and as per the schedule made by AAI for loading of General Cargo.

CARGO ACTIVITIES : TIME FRAME / SERVICE STANDARD

EXPORT OPERATIONS

S No	SERVICE/TRANSACTION	SUCCESS INDICATORS	SERVICE STANDARD	UNIT
1	Preparation of Terminal, Storage and Processing (TSP) Charges Receipt for collection of AAI charges.	Time taken to issue the TSP charges receipt from the computer after feeding the requisite details and payment of the AAI charges	Online by the clients	N/A
2	Acceptance & Off-loading of export cargo in 'Ready for carriage' condition from vehicles & shifting to the examination area.	Time taken to offload the export cargo from the client's vehicles and shifting it to the examination area	15-30(depending on the size of the cargo)	Minutes*
3	Shifting of Customs cleared cargo to the bonded area.	Time taken to shift the customs cleared cargo to the bonded area after the X ray scanning by the Airline security.	15-30(depending on the size of the cargo and availability of Airline screeners)	Minutes*
4	Stuffing/Palletization/Containerization/bulk loading of export freight as per requirement of the airlines.	Time taken to load the export cargo on the pallets/comntainers/bulk trollies as per the requirement of the respective Airlines.	Main Deck— 01 Lower Deck—45 Container—30	Hours* Minutes* Minutes*

*---- The aim of AAI is to provide the aforesaid services with in the aforesaid time frame subject to meeting the indicative expectations from the service recipients.

CARGO ACTIVITIES

GRIEVANCE REDRESS MECHANISM

AIRPORT LEVEL

S No	Name of the Public Grievance Officer	Helpline Number	E mail	Moblie Number
1	Sh K.P.K.Nadh, Jt. General Manager (Cargo), Chennai Airport	044-22560581	kpknadh@aai.aero	9444927951
2	Sh D Murlidharan, Dy. General Manager (Cargo), Kolkata Airport	033-25119308	agmcgomaa@rediffmail.com	9051098848
3	Sh.N.K.Sharma, Manager (Cargo), Amritsar Airport, Amritsar	0183-2214172	nk_sharma3797@yahoo.co.in	9317779191
4	Sh R Seetharaman, SM (Cargo), Coimbatore Airport	0422-2571941	sraman_icms@rediffmail.com	9445190172
5	Sh P.K.Bose, Manager (Cargo), Lucknow Airport	0522-2435404	pijushbose.2009@rediffmail.com	9335262626
6	Sh Rahul Nandi, SM (Cargo), Guwahati Airport	0361-2841909	cargoght@aai.aero	9678738254
7	Sh Gopa Kumar, Manager (Cargo), Port Blair Airport	03192-235619	apc_pbq@aai.aero	9679531848

CHQ LEVEL

S No	Name of the Public Grievance Officer	Helpline Number	E mail	Moblie Number
1	Sh V.K.Monga, Executive Director (Cargo)	011-24657930	edcargo@aai.aero	9717233088
2	Sh Y.K.Goel, GM (Cargo)	011-24657919	ykgoel@aai.aero	9818386711

