

SERVICE DELIVERY STANDARDS

We aspire to provide the following key services within specified timelines: -

SL. NO.	DESCRIPTION OF SERVICE	SERVICE/PERFORMANCE STANDARDS
1.	Opening pre-deposit accounts	Two days excluding day of receipt of written request
2.	Processing of refund cases for wrong billing/excess collection	Within 5 working days from the date of request excluding day of request
3.	Cargo claims settlement	Within 30 days*
4.	Complaints/Grievances**	Acknowledged within 48 hours
5.	Provision of running status of containers handed over to CONCOR	30 minutes during working hours of ICD

*Days will be reckoned from the day of submission of all requisite documents.

**E-mail complaints to be acknowledged by first main recipient of the e-mail within 48 hours of receipt at the Terminal and Regional level.

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