

CITIZEN CHARTER OF CARGO DEPARTMENT, AAI

1. CORPORATE MISSION

"TO ACHIEVE HIGHEST STANDARDS AND QUALITY IN AIR TRAFFIC SERVICES AND AIRPORT MANAGEMENT BY PROVIDING STATE-OF-THE ART INFRASTRUCTURE FOR TOTAL CUSTOMER SATISFACTION, CONTRIBUTING TO ECONOMIC GROWTH AND PROSPERITY OF THE NATION".

2. CORPORATE VISION

"To be a world-class organization providing leadership in air traffic services and airport management & making India a major hub in Asia Pacific region by 2016."

3. OUR PLEDGE

We pledge to bring continuous improvements in air cargo handling and services through up gradation of infrastructure, simplification of system & procedure, mechanization of cargo handling, transaction through Electronic Commerce / Electronic Data Interchange(EC/EDI) and prompt redressal of grievances.

4. OUR COMMITMENT

Airports Authority of India (AAI) endeavor to offer the best possible services to all its customers at the Air Cargo Terminals, to ensure secured and speedy movement of cargo in coordination with Airlines, various agencies and trade bodies with an ultimate aim to bring overall improvements in the air cargo handling to the satisfaction of its customers.

5. OUR CUSTOMERS ARE -

- Indian National & International passengers
- International and Domestic Airlines,
- Air Cargo Agents, Exporters/ Importers and
- Various Regulatory and Facilitating Agencies.

6. Role of AAI as a Custodian, Terminal Management & Ground Handling Agent on behalf of Airlines

Airports Authority of India establish, manage & develop cargo terminals at the airports under the provision of AAI Act, 1994 and Airports Authority of India (Storage and processing of Cargo, Courier and Express Goods and Postal Mail) Regulations 2003.

AAI provides 3-tier services –

- (I) Custodian of Import cargo appointed u/s 45 of Customs Act 1962.
- (II) Ground Handling Agent on behalf of the Airlines in accordance with the Govt. of India Gazette notification No.4272/GI/2007 Dated 18th October 2007.
- (III) Cargo Terminal Management

7. Facilities & Services provided by AAI

- 24-hours services for acceptance/processing/handling of export /import/ transshipment cargo as well as release/delivery of urgent nature of import cargo.
- Round-the-clock deployment of Duty Officers for managing Import/Export Operation.
- Maintaining normal working hours for transacting business with the trade/exporters/importers for processing import/export cargo.
- Safety and security of international cargo processed at the Air Cargo Terminals.
- For the convenience of the visiting public/trade, facilities like waiting area, telephone booths, public call office, water cooler, canteen, car and truck-parking and ladies and gents toilets are provided at metro airports. These services/amenities are being developed at the selected domestic/non-metro airports.
- For Customer facilitation, AAI display guidelines and information about flow of cargo activities both at Export and Import Wings at the Air Cargo Terminals.
- Information booklets/pamphlets containing the information on functioning at the Cargo Terminals is available with the Duty Manager for distribution free of charge.
- The cargo handling system and procedures at the metro airports managed by AAI are ISO certified.
- Housekeeping & maintenance of the area and maintenance of buildings and installations are ensured.

Subject to the fulfillment of procedure/requirement by the agents/exporters/importers/passengers/bonded truck operators and upon Customs clearance, AAI provide the following services:-

(A) Import Operation-

- Acceptance, Destuffing/segregation (performed by AAI appointed Ground Handling Agency).
- Storage of import freight brought by the Airlines.
- Preparation of Location Slip cum Bank Challan(where-ever documents have been merged into a single document)
- Tendering of Cargo for Examination by Customs
- Preparation of Bank Challan & collection of AAI charges.
- Preparation of Gate Pass
- Physical Delivery of import cargo against Gate Pass

(B) Export Operations (Performed by AAI appointed Ground Handling Agency)

- Preparation of Terminal, Storage and Processing (TSP) Charges Receipt for collection of AAI charges.
- Acceptance & Off-loading of export cargo from vehicles & shifting to the examination area.
- Shifting of Customs cleared cargo to the bonded area
- Stuffing/Palletization/Containerization/bulk loading of export freight as per requirement of the airlines.

The aim of AAI is to provide the aforesaid services with least time taken so as to minimize the dwell time by expeditious processing & movement of cargo.

8. REDRESSAL OF COMPLAINTS AND GRIEVANCES

- In case undue delay is experienced by any customer, the concerned duty officer (available on round-the-clock), may be contacted for redressal of grievance/complaint.

- Acknowledgement of written complaint within 2 working days and respond to such communications within 15 working days of its receipt.
- Provide complaint registers with the Duty Officers and suggestion boxes at conspicuous places at all Cargo Terminals.
- Following officials at the metro airports and at other airports may be contacted on normal working hours for registering complaints/grievances: -

OFFICERS	CONTACT NO.	FAX No.
Jt. General Manager(Cargo), Chennai Airport	044-22560581	044-22560657
Dy. General Manager(Cargo), Kolkata Airport	033-25119308	033-25119088
Manager(Cargo), Amritsar Airport, Amritsar	0183-2214172	0183-2214358 (APD's no)
SM(Cargo), Coimbatore Airport	0422-2571941	0422-2592384 (APD's No.)
Manager(Cargo), Lucknow Airport	0522-2435404	0522-2438404 (APD's No.)
SM(Cargo), Guwahati Apt.	0361-2841909	0361-2840042 (RED's No.)

In case of non-redressal of grievances/complaints, the office of Executive Director (Cargo)/General Manager (Cargo) at Hqrs, Delhi, may be contacted at Tel. No. 011-24657930/24657919, FAX No. 24657929.

9. Policy on Waiver of Demurrage Charges

AAI has provisions for waiving demurrage charges accrued on export/import cargo, in deserving cases, as per laid down policy approved by the AAI Board. Salient features of the policy are as under: -

- Acknowledge request of waiver submitted by hand, on the spot.
- Process waiver applications within 15 days if within local powers, and 30 days in respect of cases referred to AAI Hqrs. where-ever all the relevant documents required are furnished along with applications.
- Application for Waiver/Remission of demurrage charges to be made by the consignee/shipper within 15 days after the consignment is passed "Out of Charge" or "Let Export Order" by

the Customs, to the Airport Director/ G.M.(Cargo)/Dy. General Manager(Cargo), AAI, at the respective airports. It should be accompanied with legible photocopies of relevant documents such as AWB, Bill of Entry (with Customs Examination Report, Pass "out of charge" etc.), Shipping Bill, Detention Certificate of statutory authority , if any.

- The consignee/shipper can also make an Appeal to the AAI Appellate Authority for reconsideration of the order passed.
- Copy of waiver policy is available with In-charge of Cargo Dept., AAI and on the website of AAI.

10. LIABILITY OF AAI:

Care of Cargo

: - As per Airports Authority of India (Storage and processing of Cargo, Courier and Express Goods and Postal Mail) Regulations 2003-

- (1) The cargo shall be stored in the International Air Cargo Terminal or its allied structure under the overall control and supervision of Customs authorities. While the Authority shall be the Custodian of the import cargo delivered to it by the Carriers, the responsibility for export cargo shall be that of the shipper or its agent before customs examination, of the Customs in respect of detained cargo during examination and of the carriers after examination. The Authority may take over the care of Customs cleared cargo on behalf of the airlines, under bilateral agreement with the concerned airlines, when Customs cleared cargo is handed over to it, to provide a sterile and bonded area for security, safe custody and storage of such cargo till its shipment by the airlines.
- (2) The Authority shall take such care of the cargo or goods which come in its custody as a person of ordinary prudence shall under similar circumstances take in relation to his own goods and in the absence of any contract to the contrary, the Authority shall not be responsible for loss or destruction or deterioration of cargo, courier or goods if care has been taken as aforesaid provided that the liability of the Authority for loss or destruction or deterioration of cargo or goods in any case shall not exceed liability as admissible under the contract of carriage as enshrined under the Airway Bill or to the extent of the liability of the Carrier."

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