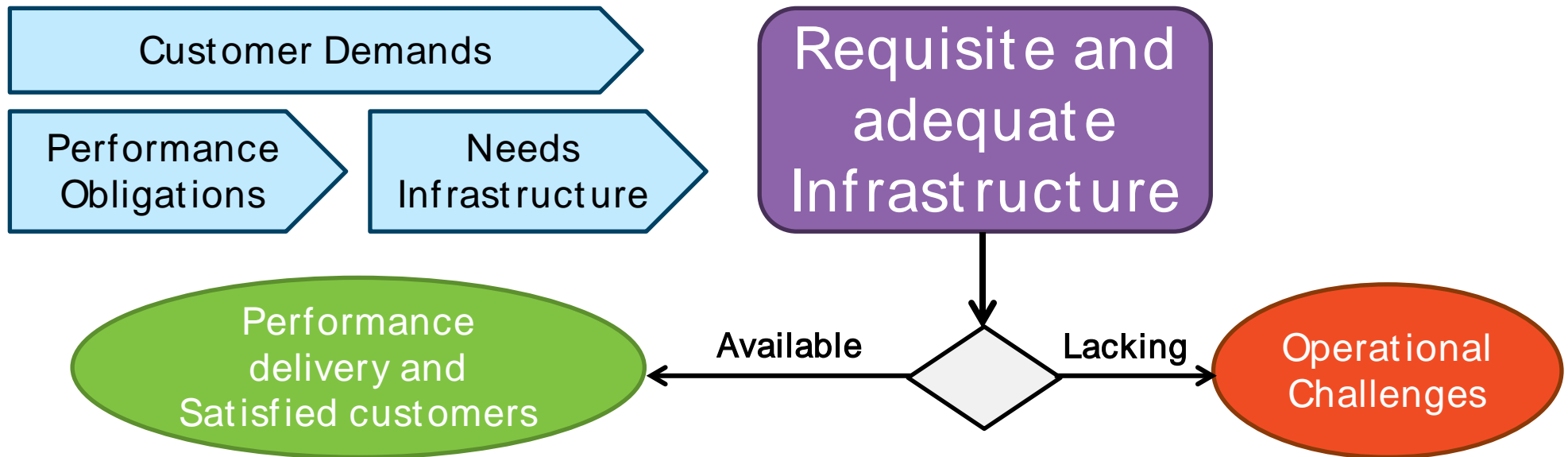


Meeting Port Operation Challenges and Opportunities in Southern Asia

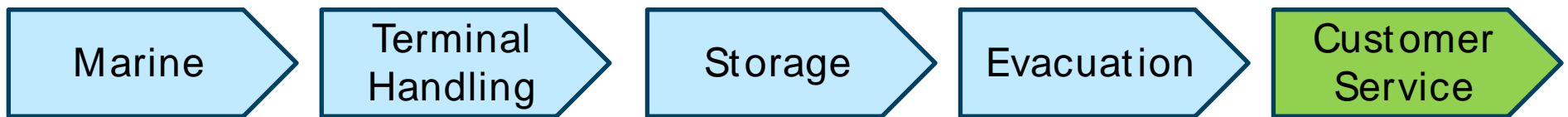
Capt Unmesh Abhyankar

16 September 2015

Why do operations challenge arise?



Do we understand our customers' requirements?



Marine Infra Vessel waiting for berth or vice versa?

- Multiple berths
- Tugs
- Pilots

Costs of Inadequate Infrastructure

Pre-berthing detentions

1.5 days PBD = Rs. 8 10 0 Cr
in 2008 ~ Rs. 157 / MT

Marine Infra

For all vessel types or restricted facility?

- All weather
- Deep draft berths
- LOA

Terminal Infra

Sufficient fleet of necessary cargo handling equipment ?

- Cranes / Hoppers
- Excavators, etc
- High capacity

Costs of Inadequate Infrastructure

Vessel Turnaround Time

4 days Vessel TAT versus 7
days ~ Rs. 24 / MT

Terminal Infra

One size fits all or evolved around commodity?

- Specialized infra
- FCC / Steel Yard
- Mechanized

Storage

Ample space with large storage in covered area?

- Safe and secure
Cargo with no
Contamination

Costs of Inadequate Infrastructure

Lack of proper storage

India wastes 21 million tonnes
of wheat every year

Evacuation

Multi modal with higher capacity?

- Inverted funnel philosophy

Costs of Inadequate Infrastructure

Delayed Evacuation

21 days vs 38 days for 45000
MT fertilizer cargo = Rs. 72 /
MT additional costs

Operational challenges
arise due to lacking
infrastructure

Operational challenges
can be tackled by
providing adequate
infrastructure

How the market dynamics would change in future

Superior infrastructure and excellent operations translates to performance delivery while Customer Services acts as **Key Differentiator**

We need to become
customer centric

*Customer centricity is
building and developing
business around customers.*

Illustrative: Initiatives to enhance customer centricity

- Customer Service Cell
- Operational Information available on Website
- Vessel Cargo Information through Mobile: APP and SMS
- Customer Satisfaction Survey
- Vessel Performance Index

adaniTM



Resources



Logistics



Energy