

Shift Officers (Day & Night Shift - 24 x 7)		
Section	Contact	Email
Shift Duty Manager	T : 022 6266 8130 M : 74000 66861	pmumb.sdmops@globalpsa.com
On-duty Planner	T : 022 6266 8135 / 8136	pmumb.planning@globalpsa.com
On-duty Gate Supervisor	T : 022 6266 8150 M : 74000 66863	pmumb.gate@globalpsa.com
On-duty Rail Ops Controller	T : 022 6266 8148/49 M : 77389 04056	pmumb.rail@globalpsa.com
Documentation Desk		pmumb.document@globalpsa.com
Registration Desk	T : 022 6266 8138 / 39	pmumb.registration@globalpsa.com
DPD Desk		pmumb.dpd@globalpsa.com

Vessel & Yard Operations					
Section	Scope of Work	Point of Contact	Escalation - Level 1	Escalation - Level 2	Escalation - Level 3
Berth Planning	all matters related to vessel berthing, window allocation, ADHOC call acceptance etc.	On-duty Berth Planner E: pmumb.berthing@globalpsa.com T: 022 6266 8154 Mob: 72088 09794			
Vessel & Yard Execution	all matters related to vessel & yard operations	Shift Duty Manager E: pmumb.sdmops@globalpsa.com T: 022 6266 8130 M: 74000 66861	Mr. Loganathan S E: loganathan.s@globalpsa.com T: 022 6266 8129 Mob: 63597 75144 Mr. Mayur R Madhavi E: mayur.madhavi@globalpsa.com T: 022 6266 8127 Mob: 91379 39833	Mr. Kamleshankar Joshi (DGM - Ops Execution) E: kamleshankar.joshi@globalpsa.com T: 022 6266 8131 Mob: 75748 94360	Mr. Eitanesegaran (AVP - Ops) E: retane@globalpsa.com T: 022 6266 8180 Mob: 74004 77431
Claims	all matters related to claims	Ms.Darshana Patil E: darshana.patil@globalpsa.com T: 022 6266 8151 Mob: 90047 47052	Mr. Mayur R Madhavi E: mayur.madhavi@globalpsa.com T: 022 6266 8127 Mob: 91379 39833		

Planning & Documentation					
Section	Scope of Work	Point of Contact	Escalation - Level 1	Escalation - Level 2	Escalation - Level 3
Documentation, DPD related Registration related	Day to day Transactions Query for vessel Gate cut-off Discrepancy of Loading / Discharging of Vessels En Block Movement status Special Service Request (SSR) Daily Berthing Report Shipping Line/DPD/CHA/NVOCC Customer Registration DPD/DPE Container Release DPD/DPE related Queries / Inquiries	On-duty Docs Executive E: pmumb.documents@globalpsa.com T: 022 6266 8139	Mr. Vishal Anant Koli E: vishal.koli@globalpsa.com T: 022 6266 8144 Mob: 98195 61996		
Vessel & Yard Planning	all matters related to vessel & yard planning	On-duty Vessel Planner E: pmumb.planning@globalpsa.com T: 022 6266 8135/8136 On-duty Yard Planner E: pmumb.planning@globalpsa.com T: 022 6266 8135/8136	Mr. Sachin Thakur E: sachin.thakur@globalpsa.com T: 022 6266 8157 Mob: 98216 64199 Mr. Robin Samuvel Rajkumar E: robin.samuvel@globalpsa.com T: 022 6266 8132 Mob: 63693 78268	Mr. Jayesh R Patil (DGM - Ops Planning) E: jayeshr.patil@globalpsa.com T: 022 6266 8235 Mob: 99872 75301	Mr. Eitanesegaran (AVP - Ops) E: retane@globalpsa.com T: 022 6266 8180 Mob: 74004 77431

Landside Operations (Rail & Gate)					
Section	Scope of Work	Point of Contact	Escalation - Level 1	Escalation - Level 2	Escalation - Level 3
Gate Operations	all matters related to gate movements green channel for reefers	On-duty Gate Supervisor E: pmumb.gate@globalpsa.com T: 022 6266 8150	Mr. Chetan Naresh Mhatre E: chetan.mhatre@globalpsa.com T: 022 6266 8159	Mr. Hiren Modha (DGM - Rail & Gate Ops) E: hiren.modha@globalpsa.com T: 022 6266 8133 Mob: 98679 34054	Mr. Eitanesegaran (AVP - Ops) E: retane@globalpsa.com T: 022 6266 8180 Mob: 74004 77431
Rail Operations	all matters related to rail movements dray in/out movements DFC related	On-duty Rail Supervisor E: pmumb.rail@globalpsa.com T: 022 6266 8148/8149	Mr. Milind Patil E: milind.patil@globalpsa.com T: 022 6266 8146		

Commercial			
Section	Scope of Work	Point of Contact	Escalation
Commercial	all matters related to commercial activities & business development	Mr. Shubham Shubhankar E: shubham.shubhankar@globalpsa.com T: 022 6947 8000 Mob: 95709 00434	Mr. Abinash Dash (DGM - Commercial) E: abinash.dash@globalpsa.com T: 022 6947 8000 Mob: 90296 65240

Customer Service			
Section	Scope of Work	Point of Contact	Point of Contact
Customer Service	all matters related to customer queries, terminal visits etc.	Mr. Ranjith Gopal S E: ranjith@globalpsa.com T: 022 6266 8118 M: 84339 44804	Ms.Snehta Mishra E: snehta.mishra@globalpsa.com T: 022 6266 8285 M: 90047 89195

Finance & Billing / Invoicing					
Section	Scope of Work	Point of Contact	Point of Contact	Escalation - Level 1	Escalation - Level 2
Billing Team	all matters related to PDA info, balance inquiries, ledgers, A/c statements, billing & invoicing queries	Mr.Arches Purav E: arches.purav@globalpsa.com T: 022 6266 8081 Mr.Akash Bhoir E: akash.bhoir@globalpsa.com T: 022 6266 8084	Mr.Vinayak Patil E: vinayak.patil@globalpsa.com T: 022 6266 8085 Ms. Kausar Wadkar E: kausar.wadkar@globalpsa.com T: 022 6266 8079	Mr. Subodh Kadu E: subodh.kadu@globalpsa.com T: 022 6266 8082	Mr. Vinay Patel (GM - Finance) E: vinay.patel@globalpsa.com T: 022 6266 8090

IT Service Desk (24 x 7)		
Section	Scope of Work	Point of Contact
IT Service Desk	all matters related to: - account recovery (user id & password) - e-portal issues & form 13/11 related - PIN updation etc.	On-duty IT Officer E: pmumb.it.servicesdesk@globalpsa.com T: 022 6266 8252 / 8254