

TRADE NOTICE NO: 1/18 DATED: 23.02.2018

Establishment of Call Centre facility for Customers at Kamarajar Port Limited

As per Direction of Ministry of Shipping, KPL has established a Call center facility for Customers for up scaling the support services for Port Users. KPL has established fully automatic Interactive voice response system (IVRS) Call center setup as per the direction of Ministry of Direction and business nature of KPL.

The KPL Call Center Toll free Number is **1800-425-1203**. The port users making a call through aforesaid toll free, a welcome message will be played and it will be inform the users to select the language like Tamil, English & Hindi via using number system. After select the language, to register the Port related complaints/queries (vessel, cargo & existing/future projects) to corresponding departments via number system & transfer the calls to corresponding department senior level officers. If the concerned officer is not available to answer the call, then the User call will be record and the recorded message will be automatically forwarded to the concerned department officials through mail.


The Detail Process flow of Call Center facility are given below.

- Welcome to Kamarajar Port Limited.
- For Tamil press 1, For English press 2, For Hindi press 3.
- For your Enquires contact
- For Operation Department Press 1
 - For Traffic Division Press 1
 - For Project Implementation Press 2
 - For Information Technology Press 3
 - To Repeat Press *
 - For Main menu Press #
 - The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.
- For Civil Department Press 2
 - For Building Maintenance & Railway Siding Press 1
 - For Road Maintenance Work Press 2
 - For Electrical Maintenance Press 3
 - For Estate Division Press 4
 - To Repeat Press *

- For Main menu Press #
- The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.
- For Marine Services Department Press 3
 - For Vessel Operation Press 1
 - For Survey & Maintenance Dredging work Press 2
 - For Environment Press 3
 - For Safety Press 4
 - To Repeat Press *
 - For Main menu Press #
 - The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.
- For Finance Department Press 4
- The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.
- For CS & BD Press 5
 - For Planning Division Press 1
 - For Admin & Public Relations Press 2
 - For HR Division Press 3
 - To Repeat Press *
 - For Main menu Press #
 - The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.
- For Company Secretary & Legal Press 6
- The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.
- For Vigilance Press 7
- The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.

- For CMD Secretariat Press 8
- The concern department you trying to reach is unavailable to take calls right now, your call log has been informed to the concern department and they will revert shortly.
- To Repeat Press *
- The call is connecting wait for some times.
- Thanks for calling Kamarajar port Limited.

In this regard, Port users are requested to register your Port related complaints/queries to corresponding numbers through the Call Center Toll free **(1800-425-1203)** Number.


V. Krishnasamy,
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For Kamarajar Port Limited

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