

Consolidated Service Level Agreement (SLA) for Landside Activities – CHA/FF (International Cargo Operations)

Scope of Handling	Activity	EXPORT (EST. TIME)MINS	IMPORT (EST. TIME)MINS
Truck processing at Warehouse	Driver & Vehicle verification per truck		15
	Gate in process		5
	Gate in to Dock in		30
Document Verification	Document verification-General	15	
	Document verification- DG	45	
	Documents verification - Other SPL's	25	
Generation of Documents in ERP	VCT for EXP as applicable	15	
	Customs examinatio ticket-IMP		15
	VCT for IMP as applicable		25
	Generation of Release note-IMP		15
Cargo Retrieval for (Import)	Customs examination		30
	Final delievery- cargo position at security gate for inspection		45
	Final delievery- cargo position from sec gate to dock		15
Cargo unloading/loading	Loose cargo up to 100pcs		45
	Loose cargo 100 to 300pcs		90
	Loose cargo above 300 plus		120
	Skid cargo upto 10 pcs		25
	Skid cargo 11 to 25 pcs		45
	Skid cargo above 25 pcs plus		90
	HEA/ODD cargo upto 10 pcs		25
	HEA/ODD cargo 10 to 25 pcs		45
	HEA/ODD cargo above 25 Plus		90
RFC checks & Cargo acceptance(for Export)	General cargo	30	
	DG cargo	90	
	Other SPL's cargo	45	
Truck Gate out	Upon completion of loading and unloading activity		20

Note:

- 1 Vehicle Details Verification:** Vehicle number, number of vehicles, driver name, driving licence number, and contact details should match the information provided in the Vehicle Control Ticket (VCT).
- 2 Cargo Tendering Time:** To avoid terminal congestion and ensure timely cargo processing, all export cargo shall be tendered to the cargo terminal at least 30 hours prior to the scheduled time of departure (STD) of the flight.
- 3 Ready for Carriage Condition:** Cargo to be presented in a secure, properly packed, labelled, and ready-for-carriage condition as per applicable airline and regulatory requirements.
- 4 HEA/ODD Size Cargo Transportation:** Heavy (HEA) and Odd-Dimension (ODD) cargo shall be transported in open-body vehicles, wherever applicable, to facilitate safe and efficient loading/unloading operations and avoid operational delays.
- 5 HEA/ODD cargo** exceeding 08 tons per package, or where crane assistance is required due to the cargo's weight, dimensions, or handling characteristics, the shipper/consignee or their authorized agent shall mandatorily arrange the required crane and associated resources.
- 6 Dangerous Goods (DG) Compliance:** Dangerous Goods shipments shall comply with the latest IATA Dangerous Goods Regulations (DGR) and specific airline acceptance requirements, supported by all mandatory documentation.
- 7 Special Cargo Compliance:** Special cargo categories (PER, AVI, VAL, HUM, AOG, etc.) shall be tendered in accordance with applicable IATA guidelines, regulatory requirements, and airline-specific handling procedures.
- 8 Customs and Custodian services are available 24 hours a day, 7 days a week (24x7)**
- 9 The cargo terminal is equipped with adequate material handling equipment to facilitate safe and efficient cargo operations, including:**
 - 3 Ton Forklifts – 15 Nos.
 - 2 Ton Articulated Forklifts – 05Nos.
 - 10 Ton Forklift – 01 No.
 - Battery operated pallet trolley-13nos
 - Hand pallet trolley- 50 nos.
 - Airside Refer Truck (ART) & Cool Dolly for end-to-end handling solutions to maintain an unbroken cold chain for temperature-sensitive cargo