



# **WEE HOURS HUNT!!**

**Nilesh Deorukhakar**



Our Key Project Manager Mr. Nilesh Deorukhakar chose to miss our weekly “Online Strategic Meet” because the previous night, his new customer requested for his intervention as the Port Authorities refused entry of special equipment containers as it was improperly lashed and not in accordance to the safety norms. Now to add further hassle, it was his new customer’s second shipment of 1x 20’ & 7 x 40’ Open Top (OT) Containers.

In our business, we can either choose to blame the other vendors involved in the act or integrate in harmony so that we co -exist to achieve the common goal. Mr.Nilesh Deorukhakar had informed his team members for an immediate action. Mr.Sarafarz Ahmad was in-charge of coordination and Mr. Dhiraj Gharat our operational executive reached the site late night to resolve. Very soon, Mr. Dhiraj Gharat realized the night had more to reveal and unfold as from the 8 Open Top Containers one was missing. Few more calls to CFS and other officials but in vain. His quickness led him ride back to the embarked travel route of the container.

Few miles away from the Port, he found the Container toppled but luckily driver was unhurt. With another few calls event took a closure by the timely help of CFS (Container Freight Station) authorities organizing crane, assisted by our team with photographs, salvage operations and claim processes.Customer was satisfied and happy for our agility, and flexibility and reliability as we could help in sailing 7 containers of a very important project. On team appreciation, Mr. Nilesh Deorukhakar stated “Customer may have several eligibility criteria before choosing us but, how to continuously ensure the customer chooses us over others, the onus lies on each of us”.