Cargo Service Center India Private Limited

Airport Services | Cool Chain Logistics | Consultancy Services
Cargo Service Center

Cargo Service Center India Pvt Ltd (CSC) is a leading Air Cargo Ground Handling Service Provider strategically positioned to play a significant role in the development of air cargo handling sector in India. With proven credentials in air cargo handling, CSC has marked its presence in major cities like Mumbai, Delhi, Ahmedabad & Chennai over the past 18 years of its operations in India. CSC is thus a rising conglomerate that offers exclusive focus on all kinds of air cargo handling by operating in the niche handling markets of the Perishable Cargo, Dangerous Goods and Express Courier Cargo.

Mission Statement

Cargo Service Center India is dedicated to delivering unparalleled level of Air Cargo Handling and Warehousing experience at a competitive price, thus giving our customers optimum Value for Money. The company aims to maximize Shareholder’s value by consistently producing superior operating results.

Quality Policy

CSC India is committed to deliver safe, secure and efficient Air Cargo Handling, Warehousing and other associated services that meet and often exceed customer expectations. CSC India is committed to comply with all the quality requirements including ISO 9001-2008 and continually improve the effectiveness of our quality management system.

Milestone

- **1995**: Cargo handling operations for KLM in Mumbai & Chennai
- **1996**: Singapore Airlines at Chennai for Export
- **1998**: ‘Document & IT handling’ for KLM at Delhi
- **2001**: Awarded license to manage, operate and maintain the Center for Perishable Cargo, New Delhi
- **2003**: Operation & Management of Express Cargo Terminal at I.G.I Airport, Delhi
- **2005**: Operation & Management of Express Cargo Terminal at C.S.I Airport, Mumbai
- **2007**: Export Air Cargo Handling for Emirates at Mumbai & Chennai
- **2010**: Integrated Pack House operations commence at Gujarat Interim Domestic Cargo Terminal commissioned at I.G.I Airport, Delhi
- **2011**: Perishable Cargo Terminal commercially operational
- **2012**: The first phase of Cargo Terminal 2 at I.G.I Airport, Delhi commissioned

Company Turnover Growth - **1995**: Less than INR 50 Million | **2011-12**: INR 720 Million | **2012-13**: INR 980 Million

First private handling company to be ISO 9001-2000 certified for all its operation at Mumbai, Delhi and Chennai

Helped the airlines increase the capacity utilization of their ULDs by more than 20%

CSC's Perishable Cargo Terminal at Mumbai received the award for the 'Best Cargo Terminal in India' for 2 years in a row in 6th & 7th Express, Logistics and Supply Chain Conclave 2012, 2013.
Cargo Service Center India - An Integrated Service Provider at Indian Airports

Prominent Projects

Airport Services

Cargo Terminal 2, Delhi
In order to give fillip to the aviation infrastructure, Govt. of India privatized the management of Delhi and Mumbai airports. CSC was awarded a concession by Delhi International Airport Limited (DIAL) to Build and Operate a Greenfield air cargo terminal at Delhi airport in the year 2009. The project consists of two terminals to be built over an area of 47000 sq. met and 27500 sq.m respectively by 2016. The project is being implemented through a joint venture company established between CSC India (74%) and DIAL (26%) with full management control with CSC India. When completed, the two terminals will have a total capacity to handle close to 1.25 million MT of cargo. The first phase of the project is ready and commercially operational since April 2012.

Perishable Cargo Terminal, Mumbai
CSC India was awarded the contract to design, build, manage and operate a second Perishable Cargo terminal at Mumbai airport by Mumbai International airport in 2009. The project was completely conceptualized and designed by our in house team of experts. Built over 1850 sq.m, this terminal caters to all types of perishable and temperature sensitive cargo and has an additional 400 sq. met on mezzanine level for storage of 20 ULDs. It meets the much-needed temperature controlled facility for Pharmaceutical product export at Mumbai airport.

Cool Chain Logistics

Integrated Pack House & Cool Chain Solutions facilities, Ahmedabad
CSC teamed up with Gujarat Agro Industries Corporation Limited in the year 2009 to operate & manage a state-of-the-art ‘Integrated Pack House’ at Naroda, Ahmedabad. The facility is equipped to provide services like Pre-cooling, sorting, grading, waxing and ripening for fruits such as Mangoes, Bananas etc. It is also equipped with cold storage chambers for fruits and vegetables.
CSC has recently started operating a ‘Cool Chain Solutions’ facility at Naroda which offers cold storage facilities (including sub-zero & blast freezer), Ripening & processing solutions for fresh fruits, Multi-product handling services, as well as Storage, Inventory management & distribution solutions.

CSC's Cargo Terminal 2 at Delhi also received the award for 'Best Air Cargo Terminal in India' at the 7th Express, Logistics and Supply Chain Conclave 2013.
Perishable manual of IATA mandates temperature controlled facility at airports to handle Perishable and Temperature Sensitive Product (PTSP). Fruits and vegetables deteriorate after harvest unless they are first pre-cooled and moved under temperature controlled environment. Similarly freshness of meat and fish products depends in them being transported under strict cool chain condition. Life science products like pharmaceutical and vaccine lose their efficacy if there is excursion of temperature when they are moved from one end to another. While the airport supply chain is taken care of, lack of facility at airports creates massive challenge in maintaining the integrity of the cool supply chain. CSC’s Perishable Cargo Terminal at Mumbai aims to overcome this challenge and provide the shippers of PTSP the last mile cool chain infrastructure. CSC’s committed, focused and highly trained employees ensure that each and every product is handled with great efficiency; in the suitable manner they need to be handled.

**Services & Facility offered**

- Static holding capacity of 30 Unit Load Devices (ULDs) for airline, i.e. pallets/ containers in a temperature range of 16°C to 25°C
- 5 Chambers each with a holding capacity of 2 ULDs for storages required in a temperature range from -10°C to +10°C
- Truck docks with dock shelters to ensure appropriate loading/ off loading of consignments minimize thermal shocks
- Handling, Storage and Transportation of perishable and temperature sensitive cargo
- Temperature & Humidity control
- Security screening, Physical examination and Customs procedures
- Other related services
CSC’s integrated terminal at Delhi is built with a vision to create a modern and effective air cargo infrastructure to meet the burgeoning demand for air cargo handling. Designed and built by our in-house team of experts, Cargo Terminal 2 (CT 2) is accredited to be the tallest warehouse facility in India with 22 meters height on the side and 22.3 meters in the centre. The custom designed Pre-Engineered Steel structure building is built as per the Indian conditions for wind and seismic. The Perishable centre at CT 2 is the only such facility in any Indian airport to offer 3000 MT annual capacity for deep freezer products storage for Import Cargo.

To be built in phases, CT2 will have a state-of-the-art cargo handling system and will be capable of handling all types of international cargo under one roof. Equipped with multi storied facility, the terminal has more than 45000 sq.m of warehouse floor area with more than 60 truck docks and capacity to handle 8,50,000 MT of air cargo per annum. With a projected investment of INR 4500 million, CT 2 is set to be a landmark project in creating efficient and modern air cargo handling infrastructure at Delhi airport. The facility has commenced its commercial operations through Phase1; delivering delightful experience to our customers i.e. Swiss Air, Kenya airways, Spice Jet, Hercules aviation and Singapore airlines.

**Our Competitive Edge**

- Integrated facility for international cargo with provision to handle all types of Cargo i.e. General, Perishable, Temperature sensitive, Valuable, Dangerous goods and Live Animal.
- Well equipped with Roller decks, caster desk, Built up workstation, release deck, Dock leveller, dock shelter, 3 ton and 10 ton weighing scale, motorized roller decks / PRD, a break down workstation with 10 Ton ULD hoist and 3 Ton cargo hoist
- ASRS system for package storage
- ETV and TV system for ULD storage
- 1500 sq.mts of dedicated Perishable Handling centre with annual capacity to handle 53000MT of Import and Export Perishable cargo.
- Shipper build ULD handling- Special provision to receive and store shipper built ULD— 250 ULDs, once 1B is operational
- Two strong rooms for VAL shipment; one each for Export and Import of nearly 200 sq.ft ready for phase 1A operation. To be expanded to nearly 500sq.mt size in the final phase
- Exclusive Dangerous Goods facility for handling & storage of dangerous goods for export and import of nearly 500 sq.ft. To be expanded to more than 500 sq.ft custom built facility for all types of dangerous except class1, as per European/American standards ready with fire fighting system
- Animal hospital to be built for handling of live animal in phase 1B2

**Services**

- Processing, Handling and Movement of cargo on Euro Pallets have minimized physical contact with packages
- Comprehensive air cargo handling services from Physical handling to document & IT handling all under one roof without the need for third party supervision for export, Import and transshipment cargo
- Storage and custodian service for all types of cargo, general cargo, Perishable and temperature sensitive product, valuable, vulnerable
- 24x7 CCTV coverage of all the area within the terminal with central control room to monitor the CCTV feed and access control to all areas ensure that the facility meets with the highest standards of safety and security.
- Highly trained and qualified personnel to provide personalized and professional service to all clients.
Integrated Pack House (IPH)
Naroda- Ahmedabad

CARGO SERVICE CENTER

Cargo Service Center India Pvt. Ltd.
High-quality, disease-free produce with a good shelf life is a result of sound production practices, proper handling during harvest, and appropriate post harvest handling and storage. Temperature is the single most important factor in maintaining quality after harvest since refrigerated storage retards several elements of deterioration in perishable crops.

Drawing its strength and legacy from the handling of Perishable and Temperature Sensitive cargo at major airports in the country, the CSC team has keenly focused on delivering quality post harvest services and rapid churning of volumes to its customers. Its motto of ‘Customer Service on Priority’ enabled a whopping increase of 800% in volumes in the year 2011-2012 compared to the first year of the operations. More than 4800 tonnes of Indian and Imported fruits & vegetable were processed, ripened and stored in the year 2011-12.

Post harvest services at our IPH facility ensures increase in shelf life, improves hygiene of produce and controls wastage of the fresh produce through pre-cooling, cleaning, ripening, sorting grading and packing. All these post harvest processes ensures that the farmers, traders & exporters reap the benefits of a world class storage system and logistics support. The controlled cold storage facilities protect the farmers from making distressed sale of their produce due to non-availability of such advanced facilities. The customized services at the pack house have by now enabled the customers to address ever changing demand of domestic and foreign markets.

**Static Capacity of the Facility**

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<tr>
<th>Process</th>
<th>Number of Chambers</th>
<th>Chambers/Line Capacity</th>
<th>Chamber/Line Total Capacity</th>
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<tr>
<td>Pre cooler</td>
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<td>5 MT</td>
<td>5 MT</td>
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<tr>
<td>Ripening</td>
<td>3</td>
<td>5 MT</td>
<td>15 MT</td>
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<tr>
<td>Cold Storage</td>
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<td>De-sapping, Sorting, Washing/Hot water treatment, Waxing, Drying, Electronic Weight Sorting</td>
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</tbody>
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