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Vol. LI No. 125
THURSDAY 8th JULY 2010

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BLR Logistiks (I) Ltd gets awarded for Best Customer Service



Ashok L. Goyal

MUMBAI: A panel of transportation experts has awarded BLR Logistiks, an Indian transportation company, the CEAT India Road Transportation Award for best customer service in Western India. Not just on the base of client satisfaction, but mostly by considering the innovations made by BLR to improve customer efficiency.

"This is a great achievement for BLR. It's our continuous effort to help our customers find solutions to make their supply chains more efficient. The appreciation given by the jury confirms that this way of doing business together with your customer is rewarding and created innovations in the field," so says Ashok. L. Goyal, M.D. at BLR Logistiks.

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MoS plans to formulate policy on unused captive facilities at major ports

CHENNAI: In order to enable a port trust to give the underutilised facility constructed by captive users to others, the Ministry of Shipping plans to construct a captive use policy for major ports. This will be one of the major issues that will be discussed at a meeting between the Shipping Secretary and chairmen of all major ports.

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APPOINTMENTS ... Refer Back Page

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DAILY SHIPPING TIMES

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BLR won the award by presenting several case studies to the Jury during a session a few weeks back in Mumbai. These case studies were selected by BLR on the basis that they had brought mutual benefit for both BLR and customers. Damage to cargo was reduced, transportation rates went down and customer satisfaction went up. BLR works all over India and has a large client base that has taken them to a turnover of Rs. 250 crores in 2009.

The CIRT awards are awarded every year to promote excellence and innovations in the transportation sector. Categories considered are environmental conservation, personnel management, customer service, operational excellence, youth entrepreneur of the year and transport personality of the year. All categories are awarded winners on both regional and national level. This year's award ceremony was held on the 25th of June at the Trident hotel in Mumbai.