



ORIGINAL RESEARCH PAPER

Social Science

A STUDY ON EXPORTERS PERCEPTION TOWARDS THE OPERATIONAL PERFORMANCE OF TIRUPUR & IRUGUR ICD'S IN TAMILNADU

KEY WORDS:

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ABSTRACT

An inland container deports (ICD) is an organization offering a total package of the activities to handle and control container and general cargo flows between road, rail and waterways and vice versa, resulting in maximum service inland transportation at minimum costs. ICDs are interfaces between connecting mode of transportation. ICD is also called as dry ports. Indian ICDs performs many of the possible functions outline above. These includes stuffing, de stuffing, locking, sealing, providing trailers, chassis, railway flats, repairs, handling equipment, storage, facilities for Reefer, customs examination and processing of customs documents, issuance of combined transport documents by carriers.

INTRODUCTION

An ICD is a place where containers are aggregated for onward movement to or from the ports, whereas CFS is a place where containers are placed and aggregation of cargo takes place. An ICD may have CFS attached to it. ICD/CFS are providing the entire required infrastructure such as, storage for keeping cargo as well as containers, customs clearance facilities, liaison between shipping lines, export, importers & CHA's. Customers care & services viz. banking facility, adequate office space to users, CHAs and customs officials, canteen, communication center etc. The custodian has to keep a record of all information such as Import/export containers, cargo received into the CFS/ICD. The custodian will not permit removal of such goods from the customs area. CFS/ICD shall have a handling and transportation on container/cargo, with adequate handling equipment such as reach stacker, trailers, cranes, forklift, covered body trucks, etc. ICD should make it self-sufficient unit. Customs container clearance activities at inland terminals could help to decrease the dwell-time of containers in deep-sea ports. Physical distribution service can be provided economically at or close to ICDs. Garment can be ironed and packed, prices tagged on consumer goods, liquids in bulk can be bottled-in short, a variety of cargo-related service to finished goods can be placed near the ICDs itself. For agricultural products, ICADs may provide refrigeration plants and warehousing facilities to prepare meat, fish and vegetables for export.

SERVICES PROVIDED BY ICDs:

- Handling of containers from road, rail to temporary storage area container yard.
- Intermediate storage between the various transportation modes.
- Special containers and / or cargo may require additional provisions, such as refrigeration services
- Receipt and delivery of containers and general cargo that include activities such as weighing, inspection of seals and damages, sticker and safety plate control and container information control.
- Stuffed containers may be received from the satellite container freight station (CFS) in ready condition to be transported to exit port. Shippers may also directly bring less than container load (LCL) cargoes for the purpose of consolidation and dispatch.
- Cargo consolidation and distribution if the container cannot be received or delivered directly at the final consignee's door.
- **Other facilities include container**
- cleaning services, pre-trip trial of refer container to check the function of refrigeration equipment,
- maintenance and repair services for containers,
- container handling equipment,
- refrigeration equipment,
- road chassis, etc.
- the transport of containers under bond to ICDs from deep port

is necessary feature of well develop multimodal transport system

- **Highlight of the Irugur ICD currently is freight train service launched from Irugur ICD to Cochin Port on 16th January 2016.**
- **On August 2017, to simplify the process of the companies GGovernmentwnt introduced Web Based System for Online Processing of applications.**

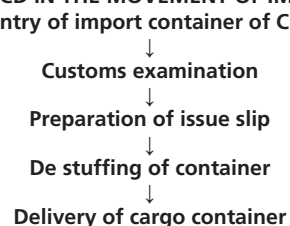
ROLE OF ICDs IN EXPORT AND IMPORT CARGO:

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• ROLE OF ICD IN THE MOVEMENT OF EXPORT CARGO:



• ROLE OF ICD IN THE MOVEMENT OF IMPORT CARGO:



CONCOR ICD IN COIMBATORE & TIRUPUR

Commissioned at Coimbatore Railway Good Shed in November 1989, the ICD got shifted to Irugur on April 15th 2005. This is the second ICD in India where in the entire land is owned by CONCOR. Spread over an area of 42.85 Acres, the ICD is a totally Road based EXIM terminal. It is proposed to construct two rail sidings with 35 wagon capacity.

ICD Tirupur, was commissioned on 25th January 2005, Spread over an area of 2.3 Acres, the ICD is well connected by Nation Highways (NH 69) to all major ports (Cochin, Tuticorin and Chennai).

OBJECTIVES OF THE STUDY

- To study on the service rendered by concor in Coimbatore and Tirupur city.
- To study on customer satisfaction towards the service rendered by concor in Coimbatore and Tirupur city.
- To study the infrastructure of ICDs in these areas.
- To identify the problem faced by CHA& C&F agents who deal with this ICD.

STATEMENT OF PROBLEM

Today's world is moving towards globalization of business and the developing countries like India are pursuing Liberalization policies through privatization. In India, private ICDs are started in different places. The services to the customers on pursuing of this public ICDs and private ICDs have also embarked on important ICDs. This entuses to take this study to measure whether the customers are satisfied. This is not what extend the customers are satisfied in using IDss.

LIMITATIONS OF THE STUDY

- The Study as confined to Coimbatore and Tirupur City therefore the findings of the ICDs was not extended to the other areas.
- Time and Cost are the factors limiting the study to a sample of 100 respondents.

ANALYSIS AND INTERPRETATION

CARGO HANDLED BY TYPES	NO OF RESPONDANTS	PERCENTAGE
Garments	35	35
Engineering Goods	14	14
Perishable goods	6	6
Seasonal goods	10	10
Tea and coffee	30	30
Others	5	5%
Total	100	100%

OPINION ON ICD PERFORMANCE	NO OF RESPONDANTS	PERCENTAGE
Satisfied	77	77
Not satisfied	23	23
Total	100	100%

EXPECTATIONS ON ICDS	NO OF RESPONDANTS	PERCENTAGE
Pre shipment Service	5	5
Flexibility	15	15
Better service capability	52	52
Quality control of container	18	18
If any other	10	10

PROBLEMS FACED	NO OF RESPONDANTS	PERCENTAGE
No heavy handling equipment	10	10
Infrastructure	5	5
Transit time	8	85
High cost	2	2
Customs problem	5	55

Limit space in warehouse	30	30
Labour problems	11	11
Any other	4	4
Total	100	100%
PORTS PREFERED	NO OF RESPONDANTS	PERCENTAGE
Cochin	45	45
Chennai	5	5
Tuticorin	30	30
Any other	20	20
Total	100	100%

FINDINGS

- Most of the respondents are satisfied by the service offered by ICD 77% respondents.
- Most of the respondent's expectations is better service capability (52%) through ICD.
- Maximum of respondent problem is no heavy handling equipment's and inland haulage.
- Most of the respondents have selected Cochin port only.
- Maximum of respondent are using the port for easy transport arrangement.
- Many respondent facing different problems in the port.
- The overall satisfaction of the respondents seems to be good.

SUGGESTIONS

- Cordial relationship is expected by the customers with in the ICD.
- The delivery must be on time.
- Demurrage charges can be reduced from smooth functioning within the ICD.
- When compared to private ICD infra-structure development is needed.

CONCLUSION:

ICDs are interfaces between connections of transporting. Within 24 hours of lading, the countries consigned to the ICDs are dispatched by rail. The ports ICD containers and transshipment containers are moved on priority basis. Similar, stuffed containers on completion of customs formalities at the ICD are dispatched to the terminal port with in 24 hours. Thus could be served by rail and road transport. ICD is generally located in the interior of the country away from servicing port. To motive further ICD operation the material handling equipment's and infra-structure facility are to be concerned. This may help the ICD to win the future market.

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