

**GAR
AERO**

**CARGO &
LOGISTICS**



ABOUT GMR HYDERABAD AIR CARGO

GMR Aero Cargo Logistics, Hyderabad is a division of GMR Air Cargo and Aerospace Engineering Limited (GACAEL). A 100% Subsidiary of GMR Hyderabad International Airport Limited (GHIAL), GHAC is India's first integrated Cargo Complex with Domestic and International Terminal under one single roof. GHAC serves as critical logistics hub for south & central India, covering 100+ destinations (both Domestic & International). GHAC is a WHO-GDP certified major gateway location in India. It is uniquely positioned to handle temperature sensitive cargo and ensure its seamless distribution.

We are proud to be India's leading gateway for high-value pharmaceutical exports, which make up 72% of our Export cargo, with the USA and Europe accounting for over half of our export volume. This facility ensures 24x7 operations with advanced screening, customs clearance, and seamless turnaround. GHAC has world class terminal facilities for processing Bulk cargo, Express cargo, Pharma, Perishables, PO Mail, HEA (Odd size shipments) etc.

We provide full scope of cargo handling services, both physical handling as well as documentation services. Our warehouse handling facility includes ULD's build-up & breakdown, Supervision, Custom interface etc. GHAC also has International Courier (ICT), Specialized Pharma Zone, Cool Container yard Temp-control cold storage room.

GHAC has one goal to render high quality service to all their customers like Airlines, Freight forwarders, Exporters and Importers.



OUR SERVICES

1. Truck Dock Management

- 24 dedicated truck docks for efficient scheduling and dock allocation.
- Streamlined dock management processes improve ground handling, boost throughout, and minimize congestion.
- Ensures Just-In-Time (JIT) delivery and enhances overall supply chain reliability.

2. Dedicated VCT Counters

- Separate counters are available for issuing Vehicle Control Ticket (VCT) passes, ensuring smooth and orderly unloading at truck docks.

3. Cargo Acceptance and Screening

- Your cargo undergoes physical inspection supported by advanced security screening systems, ensuring full compliance with IATA regulations.

4. Automatic Messaging Mechanism

- After cargo acceptance, FWB (Freight Waybill) messages are automatically triggered from our system, reducing paperwork and ensuring transparency with airline partners.

5. Customs Assistance

- End-to-end support for customs filings, including LEO for exports, OOC for imports, and submission of Cargo Security Declarations (CSD).

6. ULD Inventory Management

- GHAC provides comprehensive ULD (Unit Load Device) inventory management, supported by infrastructure such as pallet magazines for efficient storage. Once pallets are offloaded, our team performs serviceability/airworthiness checks and shares stock-in-hand reports with the respective airline, enabling effective shipment planning.

7. Transshipment Zone

- A dedicated warehouse zone for TP cargo ensures fast transfers between flights without extensive reprocessing—critical for international-to-international transshipments.

8. Partner Government Agencies (PGAs) in Vicinity

- Regulatory bodies such as Plant Quarantine, Animal Quarantine, FSSAI, CDSCO (Drug Control), Wildlife Crime Control Bureau (WCCB), and the Department of Posts are located near the cargo complex for quick inspections and clearances of regulated goods.

9. On-Site Airline Offices

- On-site support from airline teams ensures hassle-free cargo clearance for agents and faster documentation processes.

10. Domestic Walk-In Customers

- GHAC supports direct walk-in customers at the domestic terminal, including individuals and businesses without a Pre-Deposit Account (PDA). Dedicated staff assist customers through all cargo clearance steps, with instant QR-code-based payment options available at the VCT counter.

11. Loading/Unloading of Cargo

For efficient cargo handling, our warehouse is equipped with:

- BOPT (Battery Operated Pallet Trucks)
- HPT (Hand Pallet Trucks)
- Forklifts
- Tugs
- High-reach equipment in Imports
- Conveyor belt systems in Exports
- Vertical Automated Carousel Racking System (Imports) for smart storage post-arrival

12. Courier/Express Services

To support the growing e-commerce and express cargo market, GHAC ensures a fast turnaround time of 4–6 hours for such shipments.

13. Bonded Trucking Services

GHAC's trucking partners—Oscar, TT, Sreeji, and Airlift—facilitate bonded trucking from regions such as Bengaluru, Chennai, and across South India. Customs-bonded procedures are completed at GHAC, enabling seamless cross-border logistics, and extending the reach of airlines into hinterland markets where direct flights may not operate.

14. Airline Documentation Services

We offer end-to-end support for airline documentation, including:

- Dangerous Goods (DG) checks
- Master Airway Bill (MAWB) verification
- Load plan creation
- Delivery Order (DO) processing for imports
- Final manifestation and departure documentation
- Timely Customs-EDI entries and other regulatory procedures

15. Storage of Airline Loading Material

Secure, organized storage for airline consumables such as skids, planks, plastic sheets, and pallets ensures materials are well maintained and readily available for daily operations.

16. Cool Container Services

State-of-the-art cool container yards and temperature-controlled chiller rooms support sensitive shipments such as pharmaceuticals, perishables, and food products.

17. Cargo Satellite Building Offices & Warehouse

The Cargo Village includes the Cargo Satellite Building (CSB) housing 150 units:

- 65 warehouses on the ground floor
- 80 offices on the first and second floors. Many leading Customs House Agents (CHAs) and Freight Forwarders are currently based here.

18. Exclusive Code-F Freighter Bays

Dedicated space near the cargo terminal accommodates 2 wide-body and 4 narrow-body aircraft.

19. Airport Free Trade Zones & Special Economic Zone

GMR Hyderabad International Airport Ltd. has partnered with global logistics real-estate leader ESR to develop a 66-acre logistics park through a joint venture—GMR Logistics Park Pvt. Ltd.—with ESR owning 70% and GMR 30%.

20. E-Commerce Fulfillment Centers

Amazon operates one of its largest fulfillment centers in India at GMR Hyderabad Airport City, spread across 580,000 sq ft.

21. Value-Added Services

GHAC offers multiple value-added logistics services including:

- Bonded trucking for secure first/last-mile connectivity
- Deconsolidation (breaking bulk for distribution)
- Road Feeder Services (RFS) for multimodal transport

Charter operations support—from coordination with authorities to cargo handling and flight facilitation.

INNOVATION & TECHNOLOGY

1. WhatsApp Chatbot for LIVE Tracking

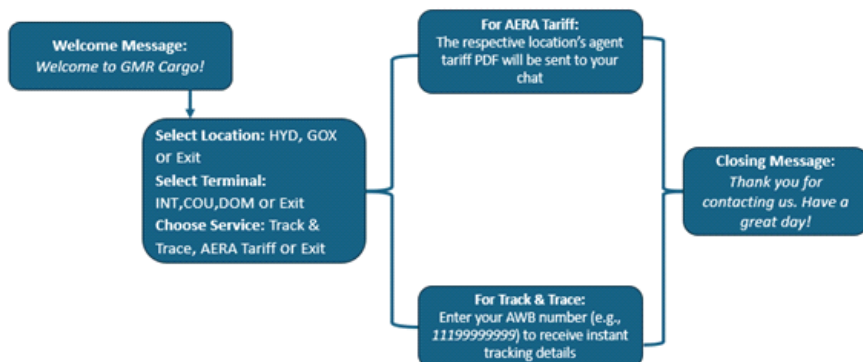
Key Features:

- Instant Updates: Get real-time shipment status directly on WhatsApp
- Simple & Convenient: Just send your AWB number
- Available 24/7: Track anytime, from anywhere

How to Use:

- Save the WhatsApp number +91-7506784112 (save as GHAC Chatbot).
- Send "Hi" to start. A welcome menu will appear: Domestic, International, Courier.
- Choose the required service: "Track N Trace" or "AERA Tariff".
- For Track N Trace: enter your MAWB number when prompted to receive the latest shipment status.
- For AERA Tariff: a downloadable PDF will be shared.

Process Flow:



2. CRM Tool for Complaint Resolution

Home

Complaint

Complaint Resolution & Management

Logout

Customer Complaint Form

First Name *

Last Name *

Customer Type *

Email ID *

Contact No. *

Organization *

Service Type *

Type *

Level Of Complaint *

Others description *

Attachments

Choose File No file chosen

I, hereby voluntarily agree that you may collect, use, process and store my "Personal Information". I understand that the purpose of collection, usage, processing and/or storage of my Personal Information is to use it for compliance with the security procedures (such as regulated access to the office premises, by issue of complaint) practiced by the Company by itself and/or through third party vendors/agencies for the overall security of its buildings, premises, installations and people. I further acknowledge and agree that my Personal Information may be shared by the Company with third party Vendors/agencies engaged by the Company in connection with the Requested.

Submit

Home

Complaint

Complaint Resolution & Management

Logout

View Complaint Status

Search here...

1-3 of 3

S.No.	Complaint No.	Complaint Date	Requester Name	Email Id	Contact No.	Department	Complaint Type	Service Type
1	CRM00000001	16/10/2024, 09:30:00	Manoj Kumar Kanoreddy	manojkanoreddy29@gmail.com	9908375550	ENR	ENR	Others
2	CRM00000002	17/10/2024, 09:30:00	Manoj	manojkanoreddy29@gmail.com	9908375550	Airlines	Airlines	Courier Export
3	CRM00000003	17/10/2024, 09:30:00	Manoj	manojkanoreddy29@gmail.com	9908375550	Airlines	Airlines	Courier Export

Key Benefits of CRM Tool:

- Streamlined Complaint Resolution
- Improved Communication between stakeholders and Escalation Matrix
- Enhanced Transparency
- Integrated feedback loop, in case of customer dissatisfaction
- Automated mail notifications and reminders, to meet required SLAs

3. Vertical Automatic Carousel Racking System

Key Features:

- Consists of 20 trays of 400 kg capacity each, making the total cargo handling capacity of **8 MTs**
- Monitors real-time rack availability with advanced digital algorithms and optimize vertical space utilization
- Equipped with a PLC-based controller, enabling precise retrieval of items by shelf number or part number
- Reduces labour costs by automation and maintenance costs associated with forklifts and manual carts



4. Weight Scale Integration

Key Features:

- Helps eliminate weight mismatches due to manual intervention while recording shipment weight
- Automated weight capture system in ERP, post cargo acceptance through conveyer belt at Exports
- Minimal errors and delays, with faster and hassle-free weight capture into our system

NEW INITIATIVES

1. CLIMB Loyalty Rewards Program



Key Features:

- First of its kind in India, for top-performing freight forwarders
- All registered members enrolled as CLIMB members
- Upgradation to CLIMB+ on achievement of tonnage benchmarks
- Eligible amount of more than 650k INR will be directly credited to customer's PDA account
- CLIMB+ members eligible for other exclusive benefits like priority cargo handling, dedicated SPOC, demurrage waivers (T&Cs applied), overdraft facility (T&Cs applied), and additional privileges pertaining to CLIMB+

2. Airside Reefer Truck



Key USPs & Technical Specs:

- A first-of-its-kind airside cold-chain capability for terminal-to-ramp cargo movement at any Indian airport
- Reinforces Hyderabad's position as a leading pharma and temperature-controlled cargo gateway
- Supports wide temperature range of +2°C to +25°C
- Accommodates two lower-deck ULDs or two main deck ULDs of 200 cms height with a payload capacity of 10 MTs
- Real-time temperature & humidity monitoring

Safety Measures:

- Advanced insulation, safety systems, and backup power for assured operations
- Reverse Video and Alarm
- Safety Flashing Lights
- Internal Duress Alarm
- Anti-slip flooring for safe loading and unloading
- Internal peripheral safety bollards
- Thermal strip curtains to minimize temperature loss
- Engineered to absorb shocks for temp-sensitive cargo

COMMODITIES HANDLED

- **Pharma & Vaccine-** Pharma constitutes 70% of overall exports via Hyderabad. Among the broader categories of Pharma that we export are Active Pharmaceutical Products (APIs) which include raw chemical substances used to manufacture drugs, Vaccines, Medical Equipment like devices, machinery, and tools used in medical settings, Finished Dosage Forms (FDFs) including ready-to-use medications like tablets, capsules, injections, and Intermediates which are essentially the chemical compounds used in the synthesis of APIs.
Additionally, we provide end-to-end cold chain solutions for safe transfer of temperature-controlled Pharma products, maintaining optimal temperature at different stages to eliminate temperature excursions and ensuring ambient storage environments.
- **Perishables-** We handle Fruits & Vegetables, Frozen Meat, Seafoods (like fish, prawns & shrimps), Flowers with facilities to immediately move the cargo to Build-Up sterile zone with Controlled Room Temperature (15-25 degree Celsius, 2-8 degree Celsius). We also extend our services to handle shipments requiring temperatures up to -40 degree Celsius. Among seasonal fruits, every year we export significant tonnages of mangoes and pomegranates to USA, Europe, UK, Middle East and other domestic destinations.
- **Live Animals-** GHAC possesses the expertise to manage the movement of live animals, supported by certified AVI personnel trained in specialized handling procedures, like fitting the animals in cages of suitable dimensions to ensure safe on-air transit. We facilitate the safe and compliant transportation of various species including dogs, cats, sheep, mice, and domesticated birds, ensuring their welfare throughout the transit process. For customs procedures, our facility has Animal Quarantine for necessary document verifications.
- **Dangerous Goods-** GHAC is equipped to handle all nine classes of Dangerous Goods (Class 1 to Class 9) like explosives and corrosives, with a qualified team assigned to manage end-to-end processes on behalf of customers with precision – including documentation, marking, labelling, and thorough checks until final loading. We also maintain a designated and secure storage area within our warehouse exclusively for DG cargo.
- **Ready Made Garments-** With Hyderabad's robust textile ecosystem, well-established manufacturers, apparel exporters, and a skilled workforce, it is one of the most preferred gateways for export/import of Ready-Made Garments (RMG) goods.
- **Plant-Based Consignments-** GHAC provides specialized handling and seamless movement of live plants, ensuring their freshness and vitality throughout the transit process. Our infrastructure includes dedicated storage areas and temperature-controlled zones to preserve plant quality. Swift transfer procedures are in place to minimize stress on the plants. Additionally, an integrated Plant Quarantine Facility enables smooth and hassle-free regulatory clearances for live plants, saplings, seeds, and related consignments.

- **Aerospace & Aviation Components**- GMR Hyderabad air cargo specializes in the safe, secure, efficient and time critical handling of aerospace and aviation components like Aircraft Engines, Tires and Parts. With specialized infrastructure like a separate shutter gate for transfer of odd-sized cargo at exports terminal and physical screening done first in presence of Customs before moving of cargo to the build-up area, these capabilities position our facility as a strategic gateway for defence and aerospace logistics.
- **Electronics and Engineering Goods**- We at GHAC ensure safe, efficient and compliant handling of electronics and engineering goods- including manufacturing machinery, Auto Parts, Spare parts, Computer parts, Semiconductors, Servers, Hardware etc. Our cargo terminal is equipped with high-capacity machinery storage zones, for bulk, odd sized engineering goods shipments. With advanced equipment and quick clearance support, we ensure reliable and timely movement of oversized, high- value electronic and heavy engineering goods.
- **Valuable & Vulnerable Cargo**- This includes Gold-related shipments, expensive mobile phones, silver, and high-value watches. There are dedicated strong rooms with high –security vaults for storage of valuable cargo. With stringent security measures, trained personnel and compliance standards, we ensure complete reliability in handling of Valuables and vulnerable shipments within the cargo terminal.
- **Outsized Cargo Handling**- With continued Customs support while physical screening of odd-sized cargo and separate shutter zones assigned for transfer of such shipments, we are well-equipped to handle cargo of every imaginable dimension.

ADVANCE HANDLING EQUIPMENT USED

1. Conveyor Belt System

Objective:

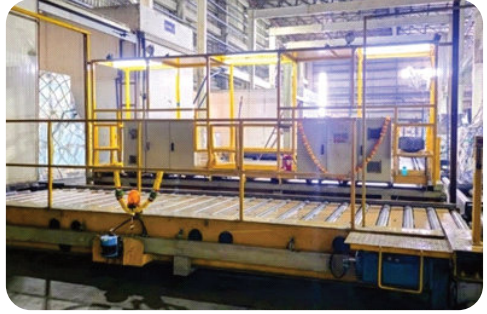
To streamline the flow of cargo from Truck Dock to X ray inlet, a **Conveyor System** is placed, majorly designed for handling **homogeneous shipments** packed in **Ready for Carriage (RFC)** condition. This system is particularly effective for large-volume consignments, often, where uniformity and minimal handling are critical. It also minimizes the risk of damage and ensures quick **TAT** times.



2. Elevated Transport Vehicles

Objective:

- Space Optimization as well as for quick retrieval /placing of pallets, Containers, through Vertical Expansion and additional temp. controlled **ULD storage space**.
- Overcomes the challenge of ULD storage requirements in Export Terminal during peak times.
- The ETV moves cargo seamlessly across levels, drastically reducing **turnaround time**.



3. High-Reach Vehicles

Objective:

To support efficient and secure cargo handling across varying storage heights, our operational staff utilize **High-Reach Vehicles** equipped with precision controls and extended lifting capabilities. These vehicles are essential for accessing elevated racks and transporting cargo units in minimal space with accuracy and care.



4. Forklifts

Objective:

Critical for safe and efficient movement of heavy shipments across the warehouse.



5. High-Reach Vehicles

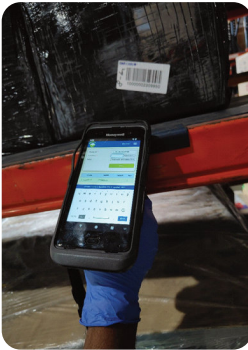
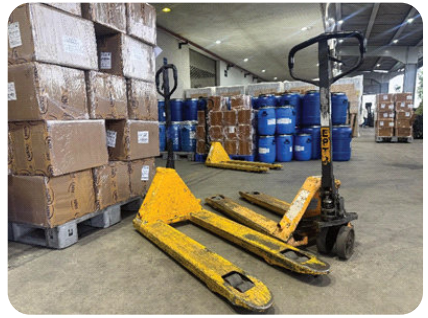
Objective:

Offer motorized mobility for palletized cargo, ideal for medium to high-volume cargo movement.

6. Hydraulic pallet trucks (HPT's)

Objective:

For short-distance and low-volume cargo movement, Hand Pallet Trucks (HPTs) provide a reliable and flexible solution.



7. Handheld Devices

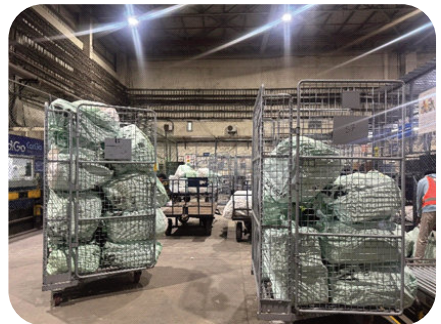
Objective:

These devices enable **real-time data capture and processing**, ensuring seamless coordination between all stakeholders—**Airlines, Cargo Terminal Operators, and Agents.**

8. Bins

Objective:

They are introduced to bring ease of movement, consuming less storage space & faster movement within the warehouse space.



RECENT CHARTER MOVEMENTS

Demonstrating Odd-sized Equipment Handling Capabilities at GMR Hyd Cargo terminal

1.GHAC handled Foxconn high-value electronics import consignments:

755 MTs cargo through **16** dedicated freighters (B747F) Demonstrated Operational Excellence in handling Odd-sized shipments.



2. In Oct'25, owing to our demonstrably superior operational acumen & excellence, the handling of **leading defense goods** has been entrusted to GHAC in lieu of BOM.

Imports: 29 MT (Defense Goods from TLV), **Exports: 16 MT** (Defense Goods from Alpha Design Technologies to TLV)



3. Hyderabad welcomed one of the largest and heaviest cargo aircraft in the world, **ANTONOV**, engineered to transport oversized and specialized cargo across continents. The aircraft carried **satellite** export shipment, successfully executed at Hyderabad gateway by GHAC. The entire team ensured end-to-end secure movement, including security formalities at the Customer Premises.

Antonov AN-124 Export Charters: Satellite Solar Panels of **12 MT (33 MT Ch. Wt.)** to Texas & Space Mobile equip. of **29 MT** to Texas.



4. Microsoft Servers’ Handling in Imports through scheduled Qatar and Turkish flights: till date 529 servers handled with chargeable weight of 487 MTs.



SAFETY AND SECURITY

